

**Cole B. Hamilton**  
**Data Analyst**  
**Operations & Workforce Analytics Leader**

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Data Analyst and Program Operations Leader with 20+ years of experience translating complex data into actionable insights across operations, workforce, and strategic planning initiatives. Highly skilled in SQL, Power BI, Excel (Power Query, PivotTables), and Tableau to drive data-driven decision-making. Adept at building dashboards, visualizations, and real-time analytics to support business-critical decisions. Committed to delivering clear, impactful data storytelling to both technical and non-technical audiences.

### **Skills**

- **Data Analysis & Visualization** – Power BI, Excel (Power Query, Pivot Tables), SQL, Tableau
- **Strategic Workforce & Operations Analytics** – Translating raw data into actionable business intelligence
- **Dashboard Development** – Designing interactive reports to track KPIs and performance trends
- **Data Governance & Quality Assurance** – Ensuring integrity, consistency, and compliance in reporting
- **Business Problem-Solving** – Using data to identify patterns, risks, and strategic opportunities
- **Cross-Functional Collaboration** – Communicating insights to technical and non-technical stakeholders
- **Statistical Analysis & Forecasting** – Working knowledge of data mining, modeling, and interpretation
- **Stakeholder Reporting** – Building clear, concise visual narratives to support decision-making
- **Process Improvement** – Leveraging data to optimize business operations and customer experience

### **Professional Experience**

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#### **Data Analyst | Program Operations Strategist | Workforce & Operations Data Strategist United States Army Recruiting Command**

*Oct 2004 – Jul 2025*

Over two decades of experience managing strategic programs, workforce optimization, and operational alignment across multi-region teams. Directed program operations for a 50,000+ person organization, overseeing project governance, data strategy, and enterprise-wide performance. Recognized for building high-impact reporting systems, guiding risk mitigation efforts, and leading hybrid teams to deliver program success.

- Collected, cleaned, and interpreted large-scale datasets across multiple HR and operational systems to support recruiting, talent strategy, and workforce readiness efforts
- Developed and optimized dynamic Power BI dashboards and reports to track KPIs, operational trends, and strategic objectives
- Built SQL queries and Power Query transformations to extract, aggregate, and align critical business data across disparate systems
- Collaborated with leadership to define and refine data requirements, ensuring reporting solutions supported organizational decision-making
- Identified operational trends and presented clear, data-driven insights to both technical and non-technical audiences, improving performance management processes
- Enforced data governance practices to protect data integrity, consistency, and accuracy across reports and visualizations
- Supported strategic planning with real-time analytics and forecasting, helping optimize recruiting operations and market engagement
- Mentored analytics teams and stakeholders on best practices in dashboard design, storytelling, and KPI management

Key Tools & Technologies: Power BI (Desktop & Service), SQL, DAX, Power Query, Microsoft Fabric, Synapse Analytics, Excel, Tableau, HRIS platform

Key Skills: Data Analytics | KPI Development | Dashboard Visualization | Data Quality | Strategic Reporting | SQL Data Querying | Real-Time Analytics | Business Intelligence

#### **Project Management Instructor**

*Remote | August 2023 - Present*

## Cornell University

Develop and lead graduate-level courses in Human Resources and Project Management with a focus on workforce development, talent strategy, and organizational leadership. Facilitate hands-on learning experiences and coach rising professionals on applying program management methodologies, HR analytics, and change management frameworks in real-world environments.

- Designed and delivered HR and PM curriculum that integrates principles of workforce planning, organizational behavior, and strategic execution
- Mentored early- and mid-career professionals, enhancing their capabilities in stakeholder engagement, project lifecycle management, and data-informed decision-making
- Led live discussions, simulations, and case studies to bridge the gap between theory and practice, equipping learners with immediately applicable skills
- Infused coursework with up-to-date market insights, aligning instruction with SHRM, PMI, and Lean Six Sigma best practices to strengthen industry readiness

## Education

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### **Doctor of Philosophy, Human Resource Management**

- Northcentral University, La Jolla, CA

### **Master of Arts, Leadership and Management**

- Liberty University, Lynchburg, VA

### **Master of Business Administration in Finance**

- Post University, Waterbury, CT

### **Bachelor of Business Administration in Management**

- Post University, Waterbury, CT

### **Associate of Science in Computer Information Systems**

- Trident Technical College, Charleston, SC

## Certifications

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- **SHRM-SCP (Senior Certified Professional) (2022 – 2028)**  
Society for Human Resource Management ID# 182267
- **Project Management Professional (PMP) (2022 – 2028)**  
Project Management Institute PMP# 3357894
- **Lean Six Sigma Master Black Belt (2021)**  
Six Sigma Global Institute ID# 39527269
- **Microsoft Power BI Data Analyst (PL-300) (2021)**
  - Microsoft ID# H990-2060
- **Microsoft Certified Trainer (MCT) (2021)**
  - Microsoft ID# H990-2060
- **Project+ (2022)**
  - CompTIA ID# COMP001022108805
- **Security+ (2022 – 2028)**
  - CompTIA ID# COMP001022108805
- **Security Clearance- Secret (2009 – 2029)**
  - Department of Defense
- Proficient in Python for statistical modeling, customer analytics, and data manipulation