

Cheromainé Smith

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Data-Driven Analyst | Results-Oriented Specialist | Strategic Project Coordinator

PROFESSIONAL SUMMARY

Detail-oriented Data Analyst with over 5 years of experience in technology, business operations, and higher education administration. Recently completed an M.S. in Applied Data Science, bringing a blend of technical and strategic capabilities to improve workflows, financial oversight, and system performance. As an Operations Specialist and former Functional Business Analyst, I streamline departmental processes, enhance decision-making with data-driven solutions, and coordinate complex projects. Proficient in SQL, Tableau, and Python, with a track record of leading cross-functional teams and improving institutional efficiency.

AREAS OF EXPERTISE

- ✓ Adaptability
- ✓ Business Process Improvement
- ✓ Budget & Financial Oversight
- ✓ Customer Service Excellence
- ✓ Data Analysis and Reporting
- ✓ Data Visualization
- ✓ Departmental Operations
- ✓ ERP System Implementation
- ✓ Event Planning
- ✓ Invoicing and Billing
- ✓ Leadership
- ✓ Personnel Management
- ✓ Process Documentation
- ✓ Project Management
- ✓ Recruitment
- ✓ Stakeholder Communication
- ✓ Strategic Planning
- ✓ Talent Management
- ✓ Team Collaboration
- ✓ Technical Support

CAREER HIGHLIGHTS

Comprehensive Reporting System Development: Collaborated on the creation and maintenance of over 150 reports and data sources, improving workforce visibility and streamlining operations across university departments. Utilized tools including SQL, Tableau, Python, Power BI, Azure, Access, and R Studio.

Transformative ERP Implementation: Successfully led testing and implementation of enterprise systems at Syracuse University, optimizing over 200 business processes and enhancing cross-departmental functionality.

Innovative Recruitment Strategies: Directed Syracuse University's first auxiliary services job fair, resulting in the hiring of 200+ staff. Developed internal dashboards and tools to track hiring metrics, increasing diversity and efficiency.

PROFESSIONAL EXPERIENCE

Operations Specialist I, Department of Mathematics, Syracuse University, Syracuse, NY | October 2024 – Present

Manage departmental operations, budgets, and staff oversight while ensuring compliance with university policies. Provide strategic support to the department Chair and serve as a cross-campus liaison to align academic and administrative priorities.

- Direct daily operations by supervising departmental staff, setting workflow priorities and resolving personnel issues to ensure a smooth-running academic unit.
- Oversee budget planning and reconciliation across multiple funding sources, making recommendations to the Chair to ensure compliance with financial policies.
- Act as hiring lead for faculty, staff, PTI and postdoc positions, managing search processes and maintaining personnel records in line with university procedures.
- Serve as a key liaison to the Dean's Office, Graduate School, and central administration, aligning departmental initiatives with institutional goals.
- Manage major projects including space planning, graduate orientation, and accreditation efforts, ensuring deadlines and standards were met.
- Monitor and report on faculty start-up budgets, scholarship credits, and financial aid to maintain transparency and accuracy.
- Coordinate maintenance and facilities logistics, submitting work orders to ensure resolution to keep department spaces operational.

Functional Business Analyst I, Human Resources, Syracuse University, Syracuse, NY | April 2023 – October 2024

Serve as a key liaison for testing and implementation of ERP systems, analyzing business requirements to create functional specifications. Manage application maintenance, coordinate security protocols for new employees, and develop data reports to enhance operational efficiency across the university.

- Serve as a primary liaison for ERP system testing, overseeing over 200 processes to ensure successful implementation.
- Analyze business requirements and convert them into detailed functional specifications for development teams, enhancing project clarity.
- Manage application maintenance by diagnosing errors and updating business specifications to optimize system performance.
- Lead security approval processes for over 1,000 new employees, ensuring compliance with HR protocols and policies.
- Develop and maintain a variety of comprehensive data reports to support both operational and ad-hoc reporting needs.
- Coordinate with cross-functional teams to design, test, and implement innovative solutions for business challenges.
- Facilitate training and documentation efforts to ensure seamless user adoption and understanding of new systems.

Talent Management Associate, Human Resources, Syracuse University, Syracuse, NY | August 2021 – April 2023

Managed recruitment reporting and organized talent acquisition events, successfully hiring over 2,000 employees' while enhancing data-driven decision-making through dashboard development and process improvements.

- Developed and analyzed recruitment reports to track metrics on diversity and employee eligibility, enhancing team insights.
- Organized the inaugural auxiliary services job fair, successfully hiring over 200 employees and streamlining the recruitment process.
- Designed and implemented an internal dashboard to measure recruitment methods, enabling data-driven decision-making for talent managers.
- Led the planning and execution of career fairs, contributing to the hiring of over 2,000 temporary employees across the university.
- Created the opening design for Syracuse University's first Virtual Career Fair, collaborating with state partners and attracting over 600 candidates.
- Trained over 50 colleagues on workflow processes and best practices, fostering a more efficient recruitment team.
- Provided technical assistance and support within the HR office, improving operations and resolving data-related issues.

Audit & Invoice Specialist, Robert Half Salaried Professional Services, Syracuse, NY | June 2019 – August 2021

Full-time employee contracted to various companies, where I specialized in auditing and invoicing. Conducted over 125 weekly audits for Protiviti and ensured billing accuracy for Arcadis, collaborating with project teams enhancing operational efficiency.

- Conducted over 125 weekly audits at Protiviti, ensuring the accuracy of internal calculations and claims.
- Collaborated with project managers at Arcadis to process invoices accurately and on time.
- Utilized IBM and BOTs to determine case dispositions, contributing to efficient case management.
- Trained team members on the effective use of auditing systems, enhancing team performance.
- Maintained billing accuracy by adjusting employee rates and approving contracts in Oracle Cloud.
- Compiled and organized receipts for invoicing periods, ensuring documentation integrity and compliance.
- Monitored project setups daily to ensure consistency across client portfolios, supporting operational goals.

Client Processing Representative, Bank of New York Mellon, East Syracuse, NY | June 2016 – June 2019

Collaborating with brokers and clients to enhance operational processes, which significantly improved efficiency and compliance within the trading environment.

- Monitored and amended over 1,000 trades daily, ensuring accurate settlement and minimizing operational crises.
- Collaborated with brokers, clients, and internal departments to address trading issues and improve efficiency.
- Developed and implemented a new procedure for collecting Broker Contact Information, enhancing operational workflow.
- Led the team in migrating multiple accounts to Brussels, overseeing VDS migration and tracking discrepancies.
- Organized and facilitated weekly meetings, creating schedules and distributing minutes to ensure clear communication.
- Analyzed financial models related to trades, contributing to better decision-making and performance evaluation.
- Completed over 76 training courses, including AML/SAR and Data Governance, earning recognition as Employee of the Month.

EDUCATION

Master of Science in Applied Data Science

Syracuse University, Syracuse, NY

May 2023 – May 2025

Bachelor of Science in Business Administration

State University of New York (SUNY) College at Oswego, Oswego, NY

August 2012 – May 2016

CERTIFICATIONS & MEMBERSHIPS

Member of Phi Kappa Phi

Syracuse University, Syracuse, NY

Member of Phi Beta Lambda

State University of New York (SUNY) College at Oswego, Oswego, NY

Director of Communication & Vice President of Public Relations for Enactus

State University of New York (SUNY) College at Oswego, Oswego, NY