Ka Lee Li

Data Analyst | Process Optimization & Solutions Analyst | Data
Engineering

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Professional Summary

Detail-oriented Data Analyst specializing in transforming raw data into actionable insights, optimizing workflows, and supporting decision-making through automation and visualization. Experienced with Python, R, SQL, JavaScript, Tableau, and Salesforce, delivering scalable, data-driven solutions that enhance efficiency, improve operational performance, and support informed business decisions.

Technical Skills

- Spreadsheets: Excel, Google Sheets (advanced formulas, Pivot Tables, VBA/Macros)
- BI & Visualization: Power BI (DAX, Power Query), Tableau, Looker Studio. (Dashboards, calculated fields, interactive reporting)
- Programming: Python (Pandas, NumPy, Matplotlib, web scraping, basic NLP), R (tidyverse, ggplot2), JavaScript (DOM, APIs, Apps Script)
- Databases & CRM Platforms: Relational (SQL; MySQL, BigQuery), Non-Relational (MongoDB, Firebase), Salesforce (reporting, data extraction)
- Data Engineering: ETL, data pipelines, APIs, web scraping, data transformation
- Analytics: KPI analysis, trend analysis, clustering, classification, text mining
- Tools & Methods: Agile/Scrum, SDLC, documentation & design tools (PowerPoint, Figma, Lucidchart)

Professional Experience

Data Analyst | Larissa Buerano Agency | NY (Hybrid), Oct 2025 – Present
- Automated dashboards and reports, reducing data retrieval time for team leads by 95%
- Improved call center productivity and on-time task completion by 75% through KPI tracking and performance analytics
- Developed a callback tracking process for missed inbound calls, improving responsiveness and ensuring a white-glove customer experience
- Delivered operational reports to the management department, supporting timely follow-ups
- Worked cross-functionally to convert business needs into data-driven solutions

Data Research Analyst | Data Solution & Process Automation Engineer | Cooledtured Collection (Remote), Oct 2024 – Oct 2025
- Developed and implemented automated data processing pipelines and research tools, increasing data accuracy and reducing manual workload by 70%.

Cantonese, Chinese VRI Medical Interpreter | AMN Health Care Language Service Jan 2022 – Present | LanguageLine Jan 2020 – Jan 2022
- Utilized advanced language access platforms to interpret complex medical information in real-time, supporting accurate communication and data documentation across telehealth systems.

Customer Specialist & Data Entry | New Wave Nail Supply Manufacturer, Apr 2019 – Sept 2021
- Managed high-volume customer data and order processing, applying data validation techniques to improve accuracy and support inventory and sales reporting systems.

Projects - https://kalee914.github.io/

- Competition Analysis: Conducted competitor research and provided actionable insights to enhance consumer engagement
- Social Media Content Analysis: Evaluated Instagram performance, uncovering audience interaction patterns to improve engagement
- Data Team Optimization Strategy: Standardized deliverables and implemented tailored training resources, improving team productivity and project consistency
- Bottleneck Analysis & Workflow Improvements: Streamlined content creation processes, reducing delays and increasing operational efficiency
- Automated Content ETL Pipeline: Built automated ETL processes for data extraction, transformation, and loading, improving accessibility for analysis

- Forms Tracker Project: Designed a centralized system to track form submissions and ensure accurate reporting
- Recruitment Flow Automation: Developed hybrid automation modules to optimize recruitment workflows while maintaining flexibility

Management Experience
- Lead Preschool Teacher, Little Earth Shepherds Preschool, Jan 2015 – Jun 2018
- Third-Party Claim Analyst, TNS Collision Center, May 2010 – May 2012
- Salon Operations & Business Manager, Top Top Empress Beauty, Jan 2000 – Jul 2008

Soft Skills

Active Listening | Analytical Thinking | Problem Solving | Collaboration | Communication | Creativity | Leadership | Time Management

Education

Southern New Hampshire University, Bachelor of Science in Computer Science, Apr 2025

Certificates
- Scrum Fundamentals Certified (SFC), Jan 2026
- Google UX Design Professional Certificate, Jan 2025
- Google Data Analytics Specialization, Oct 2024