

****Monika Sharma****

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****Summary****

Process-focused Data Analyst with 15+ years of experience in data analysis, statistical modeling, and process improvement, specializing in optimizing business operations and enhancing data-driven decision-making. Proven ability to leverage data visualization tools (Power BI, Excel, Minitab, SAS) to communicate complex insights and drive impactful changes. Expertise in federal and state grant management requirements (2 CFR 200, State Financial Management Circular) and a strong track record of successfully implementing and managing large-scale projects. Seeking to leverage skills in the Grants Management Analyst role at the Indiana State Budget Agency.

****Skills****

* ****Data Analysis & Visualization:**** Power BI, Advanced MS Excel, DOMO, Minitab, SAS, SQL, DAX, Python

* ****Project Management:**** MS Project, Agile Development, Six Sigma (CSSBB certified)

* ****Programming Languages:**** Python, SQL, C++, C, Java, Visual Basic 6.0

* ****Grant Management:**** 2 CFR 200, State Financial Management Circular, eCivis (preferred)

* ****Federal & State Finance:**** Budget analysis, financial reporting, audit experience

****Experience****

****Westfield Fire Department, Westfield, IN**** | Data Analyst | December 2018 ? Present

- * Spearheaded the development and implementation of interactive dashboards and reports (Power BI, Excel) visualizing key performance indicators (KPIs) for improved real-time decision-making across multiple departments.
- * Reduced operational costs by 15% by analyzing budgetary data (Budget vs. Actual, Revenues, Payables) from diverse sources (Record Management System, Finance, Payroll System) and optimizing resource allocation.
- * Improved service quality by 10% by identifying and analyzing key performance metrics from IDOT, Waze, and internal studies, resulting in a refined forecasting model for response times.
- * Streamlined departmental processes by 20% by conducting process mapping, identifying redundancies, and implementing process improvement plans. Presented recommendations to management, resulting in budget approval for process enhancements.
- * Conducted training sessions for 50+ staff on data interpretation and report utilization.

****American Society of Quality, India**** | Data Analyst (Volunteer) | September 2016 ?
March 2017

- * Conducted root cause analysis of product defects using Minitab and Excel, resulting in a 25% reduction in defects per million opportunities (ppm) and achieving Six Sigma performance.

****CA Technologies, Islandia, NY****

* **Application Support Engineer** | January 2009 ? April 2010

- * Developed an Excel dashboard visualizing resource utilization, accessed by 1500 internal clients, improving resource allocation by 12%.

- * Optimized the license request process, reducing acquisition time from 2 days to immediate, improving workflow efficiency by 48%.

- * Successfully upgraded the Quality Center database, archiving old projects to reduce disk usage by 30%.

* **Supervisor Quality Assurance / Project Manager** | January 2007 ? December 2008

- * Automated server setup templates, reducing setup time from 4 hours to 5 minutes, saving the R&D lab 95% of setup time and associated costs.

- * Managed a team of 3, overseeing all phases of the project lifecycle and consistently delivering projects on time and within budget.

* **Quality Assurance Technician** | May 2006 ? December 2006

- * Exceeded performance goals, resulting in a promotion within one year.

Alibre, Inc., Dallas, TX | Software Quality Assurance Engineer | April 2004 ? June 2005

- * Conducted performance testing using SilkPerformer, providing analysis and recommendations for system improvements.

- * Created standardized test procedures, improving overall testing efficiency by 15%.

Education

- * **Master of Science ? Computer Science**, University of Wisconsin, Milwaukee, WI (2004)

* **Bachelor of Science ? Pharmacy**, College of Pharmacy, Delhi, India (1996)

* **Certifications:** Analyzing and Visualizing Data with Microsoft Power BI, Microsoft Office Excel 2016 Expert, Project Management Certificate (PMI), CSSBB (ASQ)