Lisa Coppola

Summary

Professional Objective

I'm looking to contribute my technical knowledge, strong analytical skills and data governance experience to a dynamic organization, with a focus on data quality management. I aim to contribute to strong governance and data quality frameworks that drive accuracy, efficiency, compliance, and strategic decision-making.

Professional Summary

With expertise in data governance, data architecture, and business / data analysis, I collaborate with business and technical stakeholders to navigate regulations and develop effective policies, processes, and procedures. I bridge technical and business needs to ensure compliance and alignment with organizational goals. Through strong communication and partnership-building, I foster a collaborative environment that drives meaningful change. With a strong technical background in data management, I am skilled in writing and running complex SQL queries, ensuring data integrity, and implementing data governance frameworks. Adept at managing metadata, performing data quality assessments, checks, and monitoring processes. Proven track record of working with technology and business teams to maintain and improve data quality, governance, and compliance standards.

Professional Experience

➢ Data Governance Consultant

Highlight Technologies, Fairfax, VA (remote from St Petersburg FL and Apple Valley MN)
Client: Federal Agency. Note: Public Trust background check approved
Nov 2023 – Sep 2024

As a Data Governance Consultant, I provided strategic guidance and hands-on support to a federal agency seeking to establish, enhance, or operationalize their data governance frameworks. Collaborating with senior leadership, business units, and technical teams, I developed governance strategies, policies, and processes to improve data quality, security, and compliance while ensuring alignment with business objectives and regulatory requirements.

Primary tools used: Google Workspace, Visio, and Alation.

Key accomplishments:
- ***Data Governance and Privacy Maturity Assessment*** - Led a comprehensive Data Governance and Privacy Maturity Assessment, evaluating the agency's capabilities across 14 topics. I identified key areas for improvement and delivered actionable recommendations to advance maturity. Focusing on the top three priority areas, I created a detailed roadmap for progressing to the next level.

- ***Data Governance Strategy*** - Collaborated with senior management, business, and technical stakeholders to co-author and implement the organization's Data Governance Strategy. Conducted interviews and facilitated group discussions to align immediate and long-term privacy

and governance goals with business objectives, ensuring organization-wide adoption and engagement.

- ***Data Stewardship Policies & Processes*** - Successfully established and operationalized data stewardship policies, processes, and procedures within cross-functional data governance working groups. Developed sustainable frameworks and mentored co-chairs to ensure ongoing compliance, efficiency, and effective governance.

- ***Business Requirements Document*** - Conducted interviews with business stakeholders to gather insights and define needs, then facilitated and co-authored the Business and Functional Requirements document for a new enterprise data-sharing and collaboration environment. Ensured alignment with data quality standards and compliance with regulatory privacy and security requirements.

➢ Data Governance Architect / Enterprise Data Architect
Florida Virtual School (K-12), Orlando, FL (remote from St Petersburg FL)
2017 – 2023

As a Data Governance and Enterprise Data Architect, I played a key role in designing and implementing enterprise-wide data governance frameworks and data architecture solutions. I collaborated with business leaders, technical teams, and compliance stakeholders to establish metadata frameworks, enhance data quality, and modernize data integration environments. By bridging the gap between business and technology, I ensured data governance strategies aligned with organizational objectives, regulatory requirements, and industry best practices.

Primary tools used: Microsoft SQL Server suite (SSMS, SSIS, SSRS), MS Azure tools (Azure Synapse, Azure Purview, Azure Data Lake), Power BI, Excel, Erwin, Service Now, Teams.

Key accomplishments:
- ***Data Governance meta data framework*** - Collaborated with the Enterprise Governance Manager to develop an organization-wide data governance meta data framework and implement key components, including an integrated business glossary, data dictionary, and a data catalog with data lineage for critical data elements.
- ***Stakeholder engagement and facilitation*** -
    o Led regular collaboration sessions with business and technical leaders to align data governance implementation with evolving business needs.
    o Worked with the Enterprise Compliance group to define data retention and deletion standards in accordance with GDPR, HIPAA, FLDOE and FERPA regulations.
    o Developed and executed data privacy, security, and sensitivity classification processes to meet auditing and compliance requirements in coordination with the Information Security group.
- ***High-level Azure design and cloud integration*** – Designed and oversaw the implementation of a cloud-based Data Integration environment using Azure Data Lake, Data Factory, and Synapse Analytics.
- ***Data Analysis*** - Conducted data analysis using SQL, Excel and Power BI on all source systems to establish and enforce data quality, accuracy, and consistency rules.

- ***Logical data model*** - Created a logical data model of enterprise data, improving communication and collaboration between business and technical stakeholders.
- ***Agile CI/CD methodology*** - Partnered with the Data Warehouse technical team to transition to an Agile CI/CD methodology, enhancing data development efficiency and responsiveness.

➢ Sr Data Architect / Analyst

Callpass Tech, Clearwater, FL
2014 – 2017

As a Senior Data Architect / Analyst for this small start-up business, I played a critical role in designing, developing, and optimizing the organization's data architecture, ensuring high-quality, scalable, and efficient data solutions. I collaborated with business stakeholders and technical teams to define requirements, establish robust data environments, and implement database monitoring and optimization strategies. By combining business analysis, data architecture, and technical expertise, I contributed to the development of a high-performance data ecosystem, enabling real-time operations, analytics, and data governance for the organization.

Primary tools used: Microsoft SQL Server / Azure, Redgate, SolarWinds

Key accomplishments:
- ***Business requirements*** - Captured business requirements for this start-up company's data environment through working sessions with business SMEs.
- ***Technical RDBMS requirements*** - Defined technical requirements for the UI application's data stores.
- ***SQL Server Databases*** - Designed, developed, optimized and maintained new data environments in SQL Server (converted to SQL Server Azure in 2016) using Erwin modeling tool. Performed data analysis to increase data quality in operational and analytics DBs.
  - Operational DB to deliver real-time geo-location data to the UI application.
  - Analytics DB for point-in-time reporting / analysis.
  - Master Data Management (MDM) environment for customer data.
- ***ETL/ELT*** - Defined ETL processes (source to target mapping and technical specifications) to the Analytics DB.
- ***DB monitoring*** - Implemented DB monitoring processes using Redgate and SolarWinds tools.

➢ Sr Data Warehouse Architect

Life Time Fitness, Chanhassen, MN
2008 – 2014

As a Senior Data Warehouse Architect, I played a critical role in designing, implementing, and overseeing the development of enterprise data warehouse (EDW) solutions. I worked closely with business stakeholders, IT teams, and junior architects to ensure data architecture met business requirements, was optimized for performance, and adhered to best practices in data management.

Primary tools used: Outlook, Excel, Visio, Erwin, SQL Server

Key accomplishments:

- ***Enterprise conceptual data model*** - Created a conceptual model of the Enterprise Data Warehouse (EDW) based on business requirements using ER Studio.
- ***ETL*** - Designed and documented ETL processes. Developed patterns and templates for EDW design.
- ***Oversite*** - Reviewed and approved designs by junior architects.
- ***QA and UAT testing*** - Defined and assisted in running use cases and test cases for the QA and UAT teams.
- ***System deployments*** - Coordinated EDW deployments with business partners and IT Infrastructure.

➢ Data Warehouse, Business Intelligence Consultant

Coppola Consulting, LLC, 2005 – 2008

As an independent data consultant, I successfully delivered strategic and hands-on support for a variety of organizations in the development, optimization, and governance of Data Warehouses (DW) and Business Intelligence (BI) environments.

Client examples:

Manpower Corporation, Milwaukee, WI - During this 16-month project I performed the initial assessment of the existing Data Warehouse and provided guidance in implementing the recommendations from the assessment.

The Toro Company, Bloomington, MN - Assisted the organization in their third attempt to implement a robust corporate business intelligence environment. Managed the development and support staff for the existing Data Warehouse and Business Intelligence groups and provided leadership in defining the long-term strategy for creating the enterprise level DW / BI environment and implementation plan.

➢ Business Intelligence Practice Lead / Partner

Harbinger Partners, 2000 – 2005

As a Business Intelligence (BI) Practice Lead at a small consulting firm, I led BI-focused engagements, overseeing the design and implementation of data warehouse environments, data flow methodologies, and BI tool evaluations for clients across various industries. My role involved managing project teams, developing strategic methodologies, and ensuring successful delivery of BI solutions that aligned with client goals and business requirements.

Key Accomplishments:

- Designed methodologies for performing assessments and implementing / extending BI environments for use in all consulting engagements.
- Performed ETL tool evaluation and recommendations, including RFP and proof-of-concept criteria.
- Managed development teams (2-7 people) for implementation of data warehouse environments
- Designed future-state data flow and data synchronization processes.

Client examples:

US Bank - Business Equipment Financial Group, Minneapolis, MN - Took over management of a 4–7-member team to turn around a data warehouse implementation project that was 4-5 months behind schedule to meet the original implementation date. I accomplished this by revamping the project plan, identifying and filling out missing team skillsets, and streamlining the development process.

US Bank – Corporate Payment Systems, Minneapolis, MN - Facilitated business intelligence environment replacement project for commercial credit card division. Collaborated with Business Owners and SMEs to define, recommended optimum state, and developed project proposal for implementation.

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Education and Recent Training

BS in Business Management – Cardinal Stritch University, 2002

Certification – Business Intelligence Systems, Villanova University, 2017
Course – Mongo DB Bootcamp, Dataversity, 2021
Certification – Data Vault 2.0 Practitioner, Data Vault Alliance, 2021
Certification – Data Governance and Stewardship Professional (DGSP), (In progress)

Military Service – U. S. Navy Cryptologist, TS security clearance, 4 years

Additional – Active Public Trust clearance