

# Tina (Dorothy) Sterite

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## SUMMARY | BUSINESS INTELLIGENCE ENGINEER

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**ELT/ETL Experience** | Collaborated with DW and Application Development team to understand and make suggestions for changes to Informatica data pipelines, Active Batch, and iSeries jobs.

**DQA Experience** | Proactive action taken, derived from troubleshooting API failures and data errors.

**SQL Experience** | Extensive experience with bringing data together using joins, unions, CTEs, and sub-queries. Combined and optimized disparate sources using a high degree of quality and performance.

**Reporting & Analytics Experience** | Robust technical aptitude and ability to bring business and technical process together allowed me to design, develop, refine, and test data reporting projects using tools like Tableau, SSRS, and Alteryx. Created and managed report data pipelines using Alteryx.

## PROFESSIONAL DEVELOPMENT

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AI-Powered Business and Data Analytics Specialist program | Python PCEP Certification; Python packages: Pandas, NumPy, Matplotlib, Seaborn, Streamlit, Ollama, Llama3, OpenAI; REST APIs

## PROFESSIONAL EXPERIENCE

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Grand Circle Corporation, Boston, MA

**Sr. Business Intelligence Engineer** | Sep. 2015 – Dec. 2023 (8Y)

Recruited by the Business Intelligence team leader to join the team as a Senior Business Intelligence Developer. Responsible for becoming the subject matter expert for survey data from source to target; and responsible for creating the data sources and Tableau and SSRS reports over this data. Grew into an engineer role by creating more complex SQL, creating proofs of concepts for the data warehouse team for new tables, dimensions, measures as well as with creating tables using Alteryx and creating Oracle views.

- Improved data visibility for stakeholders by 35%, by developing and maintaining Tableau and SSRS reports for survey, sales, email (marketing), web, etc.
- Reduced development time by 50% and minimized errors in annual reports, by streamlining the creation of annual survey and sales reports.
- Prevented 85% of potential data issues from reaching the Data Warehouse by developing Alteryx workflows to monitor job log files, and source data in DB2, sending automated email notifications with failed jobs or edit instructions to correct data errors.

**Help Desk Manager** | Jan. 2013 – Sep. 2015

Offered the position to manage the Help Desk team after the Dir. of IS Operations position was eliminated. Managed the day-to-day operations of the Help Desk team.

- Managed and met SLA adherence to ticket resolution.
- Created and managed root resolution projects.
- Budget tracking and contract renewal management.
- Asset management, and managed new or replacement equipment projects, as well as OS upgrades.

**Director of IS Operations** | Jun. 2010 – Dec. 2012

Promoted to Director of IS Operations by the SVP, Information Services. Managed cross-team budget, contracts, KPI tracking.

- Developed a budget management system and integrated processes with A/P and Contract Management.
- Created a process for monitoring for and managing IS contract renewals, new contract reviews, and new vendor creations.
- Collected and reported out on IS teams KPIs

**IS Business Analyst/Project Manager** | Apr. 2009 – Jun. 2010

Re-organized into a new team of BAs/PMs from a role of Lotus Notes Development to work on cross-team, cross-platform projects.

- Worked with business stakeholders to collect business requirements and establish project success criteria.
- Collaborated with cross-team IS team members on projects i.e. Lotus Notes integration with iSeries.
- QA and delivery of projects.

## TECHNICAL SKILLS

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**BI Skills** | Tableau, Alteryx, SSRS, Data Source Development (SQL and UI), Qualtrics **AI Tools & Skills** | Jupyter Lab, Streamlit, Python, Chat GPT, Copilot, Ollama, Llama3, VS Code, Pandas, NumPy, Matplotlib, Seaborn, Docker **DB Tools & Skills** | Oracle SQL, PostgreSQL, SQL Server, DB2 **Familiar with** | iCEDQ, Active Batch, Informatica, git, GitHub, Azure DevOps, Power BI, Azure Data Factory **Concepts** | Dimensional Model, Relational Model, ETL/ELT, Agile Project Model, Waterfall Project Model **Project Delivery** | Requirements Gathering, Report Development & Deployment, Troubleshooting technical and data issues, Business Owner Delivery

## EDUCATION & CREDENTIALS

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### CERTIFICATION

PYTHON INSTITUTE | Certified Entry-Level Python Programmer (PCEP)

### EDUCATION

Network Technology Academy Institute (NTAi) | AI-Powered Business and Data Analytics Specialist program  
- Coursework: Data Analytics, Python Programming, Machine Learning, LLMs (In Progress)  
UNIVERSITY OF CALIFORNIA, Irvine Division of Continuing Education | Specialized Studies Program, Business Intelligence and Data Warehousing (dimensional modeling)  
MASSASOIT COMMUNITY COLLEGE | variety of computer, business, and art related courses  
HIGH SCHOOL DIPLOMA | Whitman-Hanson High School, Whitman, MA