# BELLA THOMPSON

## Excel Data Analyst

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in [LinkedIn](LinkedIn)

## WORK EXPERIENCE

### Excel Data Analyst

**Cox Communications**

📅 2021 - current  📍 Atlanta, GA

- Integrated Microsoft Power BI dashboards with live data feeds, boosting real-time data accessibility for 210+ users across multiple departments.
- Oversaw inventory levels through VBA (Visual Basic for Applications), cutting down surplus inventory costs by $3,852.
- Implemented time series forecasting using IBM SPSS for network usage data, resulting in a **17% decrease in peak time congestion issues**.
- Built Microsoft Excel dashboards for executive reporting to enable real-time performance tracking for 14 key performance indicators (KPIs).

### Junior Data Analyst

**SunTrust Bank (now Truist)**

📅 2019 - 2021  📍 Atlanta, GA

- Analyzed transaction data using Microsoft SQL Server to identify fraud patterns, contributing to a 29% downtick in fraudulent activities.
- Set up AWS CloudWatch monitoring to track and resolve data processing issues, shrinking system downtime by 31%.
- Designed MicroStrategy reports for customer feedback analysis, discovering service improvement areas that *grew Net Promoter Score (NPS) by 8 points*.
- Supported senior analysts in conducting A/B testing for new product launches, increasing conversion rates by 16%.

### Data Analyst Intern

**Intercontinental Exchange (ICE)**

📅 2018 - 2019  📍 Atlanta, GA

- Used Alteryx to cleanse and normalize data, improving data quality for downstream analytics and slashing error rates by 22%.
- Streamlined project management by arranging all data analysis tasks in Trello, achieving a 57% rise in task completion rates.
- Organized and prioritized tasks with GitHub Projects, enhancing team workflow and project completion rates by 34%.
- **Reduced data discrepancy incidents by 68%** by implementing a robust data validation framework.

## EDUCATION

Bachelor of Science
Computational Media

**Georgia Institute of Technology**

📅 2015 - 2019
📍 Atlanta, GA

## SKILLS

- Microsoft Power BI
- IBM SPSS Statistics
- Microsoft SQL Server
- Alteryx
- VBA (Visual Basic for Applications)
- Microsoft Excel
- AWS
- MicroStrategy
- GitHub
- Trello