

Anne Riungu

3222 Groveshire Dr, Raleigh NC 27616 mwanamwari@yahoo.com 919-605-1841

Seeking an Entry Level Position as a Data Analyst, where I can use my knowledge and skills to analyze and model and resolve business challenges by collecting, reviewing and analyzing business processes information.

Skills include:

- Quantitative Methods
- Data Mining
- Business Intelligence (BI)
- Statistical Computing Methods
- Regression Analysis
- Data Visualization
- Research Data Management

PROFESSIONAL EXPERIENCE

Specialist Client Services Ops, Verizon Business

Cary, NC 1/2007-6/2016

- Provided incident management support to Verizon's Premier Customer - The Federal Government - on inquiries on their internetworking communications requests
- Responded to escalated user/stakeholder/partner inquiries with high quality, speed, and accuracy
- Drove high priority and ambiguous cases through defined processes to resolution
- Quickly worked to resolve problems by clarifying issues; researching and exploring answers and determining solutions for our Customers, Field Team and Management and by email and phone call
- Followed up on pending issues, both preemptively and ad-hoc
- Adhered to Quality Assurance Outlined Metrics
- Remained up to date on key workflow changes, operational guidelines and policy updates
- Worked closely with the Supervisor and team members to develop and/or maintain all department processes and procedures
- Actively worked with Supervisor to identify coaching opportunities for Customer Care Agents when they did not follow documented processes or procedures. Followed-up with Supervisor concerning customer feedback and developing response back to client
- Actively participated in various meetings to ensure that the support of the department and/or organization was represented and informed appropriately

Customer Service Coordinator, T.J. Maxx

Raleigh, NC 4/1999-4/2007

- Developed daily workforce plans for 15+ associates by factoring customer needs, associates skill sets and work hours to maximize customer service and productivity
- Provided prompt and efficient responses to customers at all times. Understood Customer Service as a number one priority and responded to Customer Service calls immediately. Handled all customer issues in a courteous and helpful way, calling the Manager only when needed
- Cross-performed in all assigned areas to ensure that merchandise sizing, ticketing and presentation were up to company standards. This included processing and bringing new receipts to the sales floor using company best practices and meeting productivity standards, merchandising all items to the Sales Floor Presentation Guide and maintaining merchandise/brand name familiarity within departments to assist customers
- Maintained all policies and procedures concerning cash, check, charge card and refund transactions, voids and offline procedures. Maintained a high level of awareness and accuracy when handling bankable tenders
- Ensured daily recovery and light cleaning tasks were performed to ensure a neat, clean and organized store
- Trained new associates on cash register and floor operations, maintaining awareness on Loss Prevention and understanding of emergency procedures, and how to recognize unsafe conditions, minimize risk and losses

HR/ Payroll Associate, Fidelity Investments

Durham, NC 10/2005-6/2006

- Provided wide range of payroll services under the Fidelity HR/Payroll Center such as; processing payroll, processing new hires and terminations, processing retroactive salary adjustments, processing garnishments, commissions, bonuses and annual increases
- Handled confidential information with great sensitivity and ensured all documents and personnel matters were maintained confidentially
- Ensured all necessary documents for employee related changes were received and processed accordingly
- Worked in conjunction with team members and supervisors to resolve payroll discrepancies and deliver exemplary customer service while addressing inquiries made to the HR/Payroll Center
- Identified and contributed to the ongoing Fidelity HR database improvements
- Maintained metrics for audit purposes

Assistant Project Manager, Lake Eden Arts Festival (Internship)

Black Mountain, NC 8/2001-12/2001

- Registered festival performers, vendors and visitors (5000 per day for a three day festival)
- Validated vendors and performers contracts
- Handled supply orders and hotel bookings for performers
- Managed volunteer applications, scheduling and training
- Assisted approximately 200 performers during the festival
- Handled payments and bank deposits

VOLUNTEER, LOCKHART ELEMENTARY

Knightdale, NC 7/2016 - *ongoing*

- Provide individual help to students struggling with their reading fluency and comprehension
- Assist class teachers with various class field trips
- Help out at the media center by assisting students with check-in and check-out of books
- Assist the Media Specialist with the ongoing process of culling, acquisition and circulation of resources
- Help set up and run the Box Top collection and submission, Book Fair and Christmas Holiday Shop

EDUCATION

M.B.A., Concentration in Finance

East Carolina University, Greenville, NC

B.A., Business Admin/ Economics

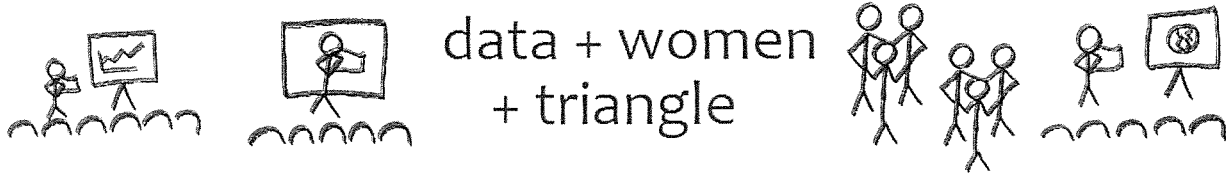
Warren Wilson College, Asheville, NC

Certificate, Business Intelligence

Wake Tech Community College, Raleigh NC

Technical Skills

Power user of Excel, Tableau, SAS, SQL



Substitute Resume for Future Fair 2017

Your Name as it appears on LinkedIn

DeAnna Hall, MBIT

Your Email Address

deannahall334@gmail.com

Your Title

IT Business Analyst

Your Company

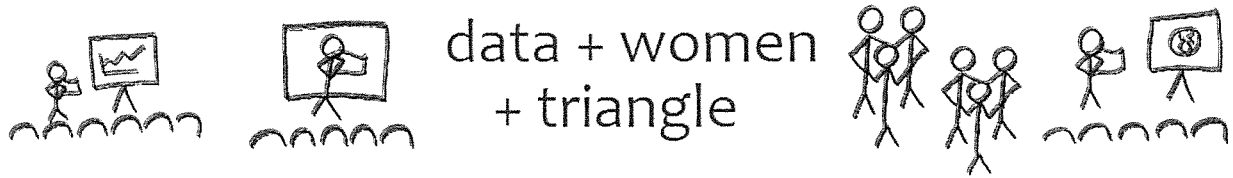
Duke University

Your First Degree, Area of Study, and Year

Bachelor of Science, Computer Engineering, 2000

Your Last Degree, Area of Study, and Year

Masters Business Administration, 2003



Substitute Resume for Future Fair 2017

Your Name as it appears on LinkedIn

Bettina Stone

Your Email Address

bettinastn@gmail.com

Your Title

Project Mgr.

Your Company

RTI

Your First Degree, Area of Study, and Year

Electrical Engineering, 1991

Your Last Degree, Area of Study, and Year

Brea P. Evans

7101 Missionary Ridge Drive, Raleigh NC 27616
Cell: (919) 592-3205; Email: bpevans0305@gmail.com

EDUCATION

William Peace University
Bachelor of Arts in Psychology
Minor in Women's Studies

Raleigh, NC
May 2017

EMPLOYMENT HISTORY

NC DPS – Central Prison
Corrections Officer III

Raleigh, NC
June 2017 - Present

- Ensure the care, custody and control of inmates.
- Create templates and documents using Microsoft Word and Excel for Processing Unit of Central Prison.
- Tour assigned areas to observe inmate activity in person and on closed-circuit monitors.
- Identify inmates who have behavioral, medical or other problems so that appropriate safety and security measures may be taken.
- Search inmates, visitors, cells and other areas for weapons and contraband.
- Monitor and regulate inmate and staff movement.
- Maintain and record inmate counts, cell assignments and other pertinent information.
- Escort inmates within the institution.

The Raleigh Boys Club

Volunteer

Raleigh, NC
February 2017 - Present

- Provide homework help, tutoring and high-yield learning activities to members between the ages of 6-18 years.
- Coordinate with parent, student, teachers and staff to develop individual education plans when necessary.
- Assist in the organization of activities and attend field trips during the summer.

Walgreens

Sales Associate

Cary, NC
July 2007 – June 2017

- Provide exemplary service by quickly learning each department.
- Multi-task to meet tight deadlines while maintaining a positive attitude
- Communicate with customers who speak Spanish and understand very little English so that they have an excellent and effective shopping experience.
- Notice issues within the store and communicate with the store manager how the issue could possibly be resolved

Shift Leader

July 2014 – April 2015

- Manage store in absence of manager
- Supervise five staff members to ensure they completed tasks and provided excellent service.
- Resolve customer and employee concerns using outstanding interpersonal skills.
- Communicated professionally with manager about employee behavioral concerns.

NC Commission of American Indian Affairs

Raleigh, NC

Intern

August 2016 – January 2017

- Provide programmatic support for NC Commission of Indian Affairs for its Homelessness Project.
- Learn about the Point in Time (PIT) count process and identify resources and potential partners to conduct a PIT count in January 2017.
- Communicate with 12 NC counties' and 4 American Tribes to share PIT best practices.
- Assist the Director of Section 8 Housing at annual conferences for the NC Coalition to End Homelessness.
- Create comprehensive lists for office reference such as emergency shelters in 12 counties.

TRAINING AND CERTIFICATIONS

- Crisis Intervention Training: Provide a thorough understanding of mental illness and effective intervention strategies to apply when interacting with individuals with mental illness and crisis.

LANGUAGE SKILLS

- English: native language
- Spanish: limited working proficiency

COMPUTER SKILLS

Microsoft Word, PowerPoint, Excel, EBSCOhost, JSTOR, PsychINFO, ProQuest Central, SPSS.

Education

University of North Carolina at Chapel Hill

- Bachelor of Arts in Political Science, Global Studies

Experience

Organizing Fellow, North Carolina Democratic Party, Carrboro, NC (September 2017-present)

- Recruit and train volunteers and interns to grow and strengthen the party
- Lead phone banks and canvasses for local the Party and affiliated candidates

Content Marketing, Oracle + Bronto, Durham, NC (May 2017-present)

- Conduct market research, gather, clean and analyze data to create research reports
- Author white papers, blog posts and customer success stories, case studies
- Implement strategies to increase followers and engagement across social media sites

Legislative Research and Communications, North Carolina General Assembly, Raleigh, NC (January-May 2017)

- Conducted legal research to facilitate panel discussions and policy recommendations for the senator
- Attended committee meetings, hearings, bill debates and votes on Senate Floor
- Reformatted and distributed the official newsletter to constituents on important issues in the Senate

Communications Department, David Schwartz' Town Council Campaign, Chapel Hill, NC (August-December 2015)

- Communicated with local media to publicize Schwartz' and the Chapel Hill Alliance for a Livable Town's platform
- Conducted canvassing operations to energize citizens to vote and distribute campaign information

Senior Writer and Investigative Reporter, The Daily Tar Heel, Chapel Hill, NC (August 2013-May 2017)

- Created short-length beat reporting articles with a focus on UNC events and Student Government
- Conducted in-depth investigations for long-form profile pieces and feature articles
- Led team investigations and trained new members on the Investigative Team

Community Involvement

Carrboro Affordable Housing Advisory Commission, Carrboro, NC (September 2017-present)

- Review and make recommendations to the Board of Alderman concerning policies regarding the Town's Affordable Housing Fund and Land Use Ordinance provisions

Orange County Affordable Housing Advisory Board, Orange County, NC (June 2017-present)

- Advise the Orange County Board of Commissioners regarding prioritization of housing needs
- Research affordable housing trends and issues for the county

Volunteer, Democracy North Carolina, Durham, NC (2016-2017)

- Organized educational materials to help voters know how and where to vote
- Participated in phone banking to garner more volunteers and facilitate voter registration

Skills

HTML and CSS

Microsoft Office, Excel

R Software, Data analysis

Social Media

Adobe Creative

AP Style, APA, MLA

Content Marketing,

Content Creation, SEO,

Research

Organizing

Leadership

Recruitment, Training

Donna Lee Gill

(919) 371-8038
emaildg@mail.com

Cary, NC

Professional Summary

- Translates data from multiple sources into actionable information, analyzes trends, and communicates findings.
- Strong technical skills and a passion for communicating actionable information through accurate and insightful reporting and analysis.
- Resourceful, motivated self-starter with superb analytical skills. Advanced computing, problem-solving and quantitative reasoning skills. Customer-focused, excellent communication skills. Experienced with Tableau, Alteryx, SQL Server Management Studio, Oracle SQL Developer, FileMaker Pro, MS Office suite including Excel, Access, PowerPoint.
- Fifteen years' experience in Information Technology in technical and administrative capacities.
- Bachelor of Arts, Salem College, May 2007 - Graduated Summa cum Laude with 3.98 GPA.
- Courses in Business Intelligence, Data Visualization, Statistics, Database Concepts, Database Utilization, Oracle, SQL, SAS, Access, Excel, PowerPivot, FileMaker Pro Developer, Accounting, GS1 Standards, Retail Link, GDSN Synchronization.
- Currently pursuing Business Analytics (Finance & Marketing) certifications and Accounting degree.
- Veteran, U.S. Air Force (Telecommunications) - Held Top Secret security clearance.

Relevant Employment History

Senior Business Intelligence Analyst – Oxford University Press

(2016 - Present) Develop sales and marketing analyses within the Global Academic division of the Press. Analyze product, sales, customer, usage, and citation data to support editorial, sales, and marketing colleagues; prepare self-service reports and dashboards for business colleagues; monitor and enhance customer data quality and coverage; participate in data and systems projects and offer expert data and analytical consultancy.

Data Analyst – Carson-Dellosa Publishing

(2013-2015) Database developer responsible for restructure and normalization of product metadata life cycle solution in a live business-critical environment. Developed ad hoc reports and managed custom data feeds to vendors and customers. Diagnosed issues between user, database server, ERP system and SQL/e-commerce website/BI integration. Responsible for data stewardship, ensuring data integrity and adherence to established GS1 standards and procedures. Provided user training and support to sales staff, finance department, and other internal users. Technical support resource for PMO.

Accounting Analyst – Robert Half and 1st Choice Accounting - Winston-Salem, NC
(2009-2012) Provided QuickBooks and Electronic Banking support, preparation of General Ledger, AP, payroll and sales tax returns, monthly financial statements, and corporate and non-profit tax returns. Performed forensic analysis to reconcile discrepancies between payroll provider and accounting system. Dynamic and efficient in extracting financial data from disparate accounting and information systems, performing statistical, cost and financial analyses, and preparing narrative analyses for leadership. QuickBooks ProAdvisor[™] 2010, 2011, 2012.

Other Experience Highlight

Financial/Accounting

- Treasurer for three chapters of national 501(c)(3) organizations. Performed all accounting functions, prepared monthly financial reports, and prepared Form 990.
- Prepared Form 990 for small accounting firm's single non-profit client.
- Produced financial management workshop for new parents.

Data Analysis / Database Development

- Provided timely data analysis to Executive Director. Analyzed and synthesized data from multiple sources to identify trends. Aggregated and presented monthly dashboard statistics to accrediting agency. Provided software training, computer support, and ad hoc reports. Ensured compliance with HIPAA and FDA regulations.
- Developed RDMS application for biomedical equipment maintenance scheduling system for hospital, consulting end users in functional areas to define work processes, procedures and organization of data.
- Maintained RDMS applications including sales tracking application and inventory system.
- Designed contact management system and performed data conversion from Excel and Outlook.
- Developed on-line help system for marketing database.

Technical Support and Systems Analysis

- Managed help-desk, trained and supported computer users for eight states and division headquarters. Diagnosed and resolved software and hardware problems.
- Provided system configuration, maintenance, training and technical support for U.S. military organization.
- Analyzed system specifications for baseline configuration management, project implementation and support, and provided technical solutions in compliance with DOD standards.
- Documented requirements for biomedical equipment maintenance scheduling system for city hospital, coordinating with management and end users to ensure customer satisfaction.
- Provided technical support to insurance software users. Installed customized applications and trained clients in PC literacy and software applications.

Project Management

- Coordinated and documented strategic planning. Prepared and presented project status reports for IT division to executive staff and board of directors.
- Led inter-departmental project teams in evaluation of software applications for company-wide implementation.
- Managed deployment of 200 new PC's.

Education

Post-baccalaureate study at Wake Technical Community College, Raleigh, North Carolina

- **Certificate, Marketing Analytics**, December 2017
- Pursuing **Associate of Applied Science, Accounting**, December 2018
- Pursuing **Associate of Applied Science, Business Analytics**, May 2019
- **Certificate, Accounting Payroll**, December 2016
- Overall GPA: 4.0/4.0

Salem College, Winston-Salem, North Carolina

- **Bachelor of Arts, *summa cum laude*, Sociology**, May 2007
- Overall GPA: 3.98/4.0

Professional Organizations

Member, North Carolina Association of Certified Public Accountants (March 2016 – Present)

Honors/Awards

Alpha Kappa Delta International Sociology Honor Society, May 2007

Elena Adlaf, Ph.D.
www.linkedin.com/in/elenaadlaf
www.github.com/elenaadlaf
224-659-1076 | elena.adlaf@gmail.com

Summary

- Published a *Faculty of 1000*-nominated study and contributed to the funding of a \$1.25M grant proposal by collecting quantitative data, running statistical analyses, creating predictive models and communicating results.
- Technical writing skills as evidenced by 5 published scientific articles, 3 funded grant proposals, 7 abstracts at international conferences and over 20 professional editing projects.
- Software skills include Python (NumPy, Pandas, scikit-learn, Matplotlib), R, MySQL, Microsoft Office and Adobe Photoshop/Illustrator.

Experience

Cofounder/Business Developer, Artfully Functional, Durham, NC 2017 – present

- Founded a start-up custom furniture business and developed its brand.
- Negotiated partnerships with local venues to display, market and sell the company's products.
- Networked and maintained relationships with other business owners.
- Created and updated marketing portfolio and financial records.

Freelance Editor, Cactus Communications, Durham, NC 2017 – present

- Edited over 20 scientific manuscripts for international authors.
- Worked remotely under imposed deadlines through online workflow software.

Postdoctoral Associate, Duke University School of Medicine, Durham, NC 2015 – 2017

- Contributed to the successful funding of an NIH R01 grant (\$1.25M) by collecting, analyzing and presenting quantitative experimental data elucidating the potential for brain repair after stroke.
- Received the Ruth K. Broad Biomedical Research Foundation Fellowship (\$53K).
- Published the review article, "Discerning Neurogenic vs. Non-Neurogenic Postnatal Lateral Ventricular Astrocytes via Activity-Dependent Input."
- Trained a postdoctoral scholar, medical fellow, Duke undergraduate and North Carolina School of Science and Mathematics high school student in research techniques.

Doctoral Research Scientist, University of Alabama at Birmingham 2009 – 2015

- Published a *Faculty of 1000*-nominated study, "Adult-born neurons modify excitatory synaptic transmission to existing neurons" (*eLife*), which required collecting quantitative data, running statistical analyses, creating a predictive model and data visualization.
- Gave one of nine oral presentations at "Neurogenesis in the Adult Mammalian Brain" Nanosymposium (attendance ~600) at the Society for Neuroscience Annual Meeting 2013 (meeting attendance ~30,500).
- Received the NIH Neurobiology of Cognition and Cognitive Disorders Training Grant (\$52K over two years) and the Civitan Emerging Scholars Fellowship (\$25K).
- Trained three undergraduate students in research techniques and guided the completion of their individual projects.

Education

- Ph.D., Neuroscience, University of Alabama at Birmingham 2015
- Thesis: *Competition from new neurons drives circuit refinement in the adult dentate gyrus.*
- B.F.A., Theatre Production, focus on Scenic Painting, University of Arizona 2004
- Final project: Charge Scenic Artist for *Little Shop of Horrors*.

Awards and Honors

- Ruth K. Broad Biomedical Research Foundation Postdoctoral Fellowship (\$53K) 2016
- NIH Neurobiology of Cognition and Cognitive Disorders Training Grant (\$52K, two years) 2013-2015
- Civitan Emerging Scholars Fellowship (\$25K) 2012-2013
- Undergraduate Biology Research Program, University of Arizona 2000 - 2001
- National Merit Scholar 1998

Volunteer Service

- Art Auction Fundraiser Coordinator, Research Civitan Club (Civitan International) 2011 – 2015
- Raised over \$5000 for charitable organizations helping individuals with neurological disorders.
 - Led planning meetings and coordinated volunteer workforce.
 - Created and maintained the event website.
 - Communicated with artists to procure donations; collected, stored and indexed art.
- Graduate Representative, UAB Neuroscience Program Admissions Committee 2010 – 2012
- Reviewed applications and attended interview panels for 44 graduate school candidates.
 - Organized meals and social events for visiting recruits.
 - Designed the Neuroscience Program T-shirt.

Gordana Vujec

Economist | Data Analyst | Tutor | Teacher | Social Justice Advocate | Interpreter

160 Arabella Ct, Cary, NC 27518, 919-223-6190

gordanavujec@gmail.com

<https://www.linkedin.com/in/gordanavujec>

Data matters and I am passionate about data; each project is a new story to be told, each time using different tools and methods, which makes the whole journey more exciting every time. I enjoy passing my knowledge and experiences to my students, from graduate to elementary school. I love advocacy challenges and making the world a little bit more just place that has an opportunity for everyone independent of gender, race or nationality. Traveling, learning different languages and cultures are my favorite hobbies. Besides English, I speak German, Spanish and I am native in Croatian.

Economist | Data Analyst

Skills R, SAS, Python/Jupyter Notebook, Excel, Power Point

North Carolina State University, Raleigh, NC – Graduate Research Assistant (2015-present/volunteer)

- Analyzing Organic Agriculture Trade Data
- Data Mining, Regression Models Analysis, Data Visualization
- Using R as analysis and visualization tools

Self-employed, Independent Consultant, Cary, NC (2016-present)

- Business Analysis, Data Analysis, Economic Analysis, Predictive Analytics
- Research Assistance - collecting, cleaning, organizing and analyzing research data, advising on using regression models, literature review
- Grant writing - connecting research topics with grant issues, writing grant proposals

Tutor | Teacher

Varsity Tutors, Tutor, Cary, NC (2016-present)

- Tutoring undergraduate and graduate students on *AP Macroeconomics *AP Microeconomics *Statistics *Math *Microeconomics*Business*Economics*Macroeconomics*Econometrics*IB Economics *College Economics

Junior Achievement, Teacher, Raleigh, NC (2016-present/volunteer)

- Teaching high, middle and elementary school students about financial literacy and economic opportunities.

Social Justice Advocate(volunteer)

Women NC – Board Member, Advocacy Committee (2016 -present)

RESULTS - Advocate, Raleigh, NC (2016-present)

Interpreter (2016-present/per assignment)

Bilingual Connections, Interpreter - Croatian/English, Raleigh, NC (2016-present)

Other relevant experience

American Airlines, Cary, NC – International Reservation Agent (2007-2010)

- Worked in customer service, and made international reservations, but mostly solved different kind of problems customers had with their reservations or travel over the phone
- Actively spoke English, German and Spanish in corporate environment, translated many documents from German to English

Myview GmbH, Paderborn, Germany – Software Developer (2000-2001)

- Tested software, and created test cases, run them and wrote documentation: worked on 3 different projects
- Programmed in Java: developed many small programs to learn concepts of Java

Education

Master's in Economics – North Carolina State University (December 2015)

- Studied Applied Microeconomics, Macroeconomics and Econometrics

Master's in Computer Science – University of Zagreb, Croatia (August 1999)

- Studied Computer Science, Information System Management and Business, led 6 student school projects

Citizenship: United States Citizen

PROFESSIONAL PROFILE

Experience working in various industries to gain valuable skill set. Energetic, easily adaptable to changing conditions; able to determine new and innovative methods to interact positively in difficult situations; relate well with various individuals of diverse backgrounds; and apply direct, action-oriented approaches to solving problems. Skilled computer operator.

Program Development • Management • Training • Administration

SELECTED ACCOMPLISHMENTS

- Created effective data dashboards to run multi-billion dollar business unit
- Improved overall store environment and performance through organizational and managerial implementations
- Assisted in coordination of major case investigations by prioritizing collection of data, delegating assignments, establishing schedules, organizing resources, monitoring progress, making recommendations and projecting trends to ensure accountability, quality control and timely completion of projects and cases
- Significantly increased participant involvement of nonprofit partners, and volunteers as well as increased projects for all days of service

EDUCATION

BA Business Administration || California State University Fullerton, June, 2007

CERTIFICATIONS AND TRAININGS

- **Business Analytics**, Wake Technical Community College
 - Certificate in Financial Analytics
 - Certificate in Marketing Analytics
- **Project Management Professional Certification Preparation Course (PMP)**, UMBC Training Centers, June, 2014
- **Certification in Project Management**, UMBC Training Centers, March, 2014
- **Certificate in Crime and Intelligence Analysis**, California State University at Fullerton, April, 2010
- **Certificate of Completion in Volunteer Management Training Series**, Volunteer Center Orange County, April, 2008

PROFESSIONAL EXPERIENCE

Lenovo, Morrisville, NC

A multinational technology company with headquarters in Beijing and Morrisville, NC.

Data Analyst

05/16/2017-Present

- Assist in various data management and analysis projects centered mostly on daily operational data reporting
- Assist in the automation of effective data dashboards to run multi-billion dollar business unit
- Prepare data visualizations that provide insight on quarter to date loads and ship and product segmentation for five geographic regions to assist Lenovo's Data Center Group Product Operations and Marketing Operations

Maryland Speedy Tag and Title, Baltimore, MD

A state of Maryland licensed company that assists individuals with Motor Vehicle Administration transactions.

Office Manager

05/27/2014-03/15/2015

- Drove area sales and manage profit plans to budget through successful leadership, organizational plans, customer service, and outstanding execution of all stores
- Managed business by effectively using sales reports, assessing store results, and developing specific actions directly related to business development and growth
- Ensured all associates are current with product knowledge, product use, and related product market applications through a commitment to formalized training and development within prescribed time lines and standards

Tohono O'odham Nation, Sells, AZ

09/27/2010-11/21/2012

A federally-recognized tribe that includes approximately 28,000 members occupying tribal lands in Southwestern Arizona.

Information/Intelligence Program Coordinator

- Prepared and presented detailed graphical presentations (e.g., intelligence reports, charts, graphs, matrices, tables, etc.) and briefings to share organized facts and statistics, and criminal intelligence with Tohono O'odham Nation (TOPD) personnel, case investigators, and other law enforcement agencies
- Acted as a liaison with internal and external groups/individuals to provide analytical assistance, collect/and or disseminate intelligence data, and share resources
- Developed templates for all bulletins, reports, and public announcements

Garden Grove Police Department, Garden Grove, CA

10/2009-03/2010

Internationally accredited law enforcement agency with 159 sworn members.

Crime and Intelligence Intern

- Integrated information from different sources using charts, maps; prepared reports, graphs, charts, maps related to criminal activities
- Determined the type of analysis to be utilized based on information received; consulted with department personnel to obtain additional information as needed
- Presented analytical findings to department personnel

Volunteer Center Orange County, Santa Ana, CA

09/2007-08/2009

A nonprofit organization that provides business services to other orange county nonprofits to become effective and efficient about their missions.

Citizen Action AmeriCorps Member

- Planned, organized and implemented all days of service through preparation of reports, correspondences and presentations
- Communicated with individuals at all levels in the organization, industry, and community at volunteer and career fairs
- Imparted instructions and trained staff, AmeriCorps members and volunteers

2005-2007

Administrative Assistant/Marketing Communications

Supportive short term assignments through temporary agency for:
Rockwell Collins – Administrative Assistant in Program Management
ConAgra Foods – Administrative Assistant in Marketing Department
World Courier – Sales Assistant for Worldwide Sales
Rambus – Web Administrator for Marketing Communications

Hannah Capps

Hannah Capps

828.273.9431
hrcapps1@gmail.com

27 Walnut Springs Dr.
Asheville, NC 28804

Education

UNC Asheville / Bachelor of Arts

August 2011 - May 2016, Asheville

Awarded the Bachelor of Arts in Mathematics with a concentration in Statistics, and the Bachelor of Arts in German Language and Culture. Cumulative GPA: 3.5

Experience

Asheville Initiative for Math (AIM) / Math Outreach Intern

August 2014 - PRESENT, Asheville

Promoting universal math literacy and collaborative leadership skills through individual and group work with K-5 students. Building public housing community relations, and engaging in meaningful conversation on social equity and empowerment.

Self Employed / Freelance Domestic Worker

June 2009 - PRESENT, Asheville

Serving individuals and families in a wide variety of needs such as math tutoring, housekeeping, childcare, personal organization, yard work, pet and livestock care. Offering flexible scheduling and rates for a friendly and individualized experience.

Castle Cleaning LLC / Professional Cleaning Service Worker

December 2014 - PRESENT, Asheville

Meeting client cleaning needs in all areas of the home, maintaining long term contracts, and providing reliable, professional quality service with 10 years of experience.

Skills

Practiced in fostering a supportive, collaborative learning environment

Adept in scheduling, client relations, equipment maintenance, and project coordination

Proficient in Microsoft Office suite and web-based equivalents

References

Sam Kaplan / Professor of Mathematics, Coordinator of AIM

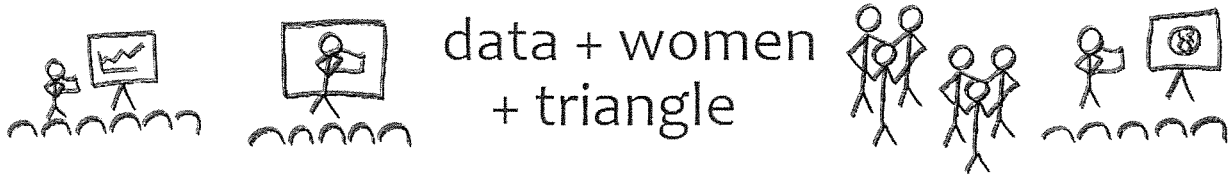
828.231.6518 / skaplan@unca.edu

Penny Parker / Client, Owner-Operator of Pennywise Properties LLC

828.779.0119 / pennyparker@yahoo.com

Johanna Kerr / Owner-Operator of Castle Cleaning LLC

828.707.7341 / info@ashevillecastlecleaning.com



Substitute Resume for Future Fair 2017

Your Name as it appears on LinkedIn

INDU GUPTA

Your Email Address

~~indugupta21@gmail.com~~ indugupta21@gmail.com

Your Title

Student

Your Company

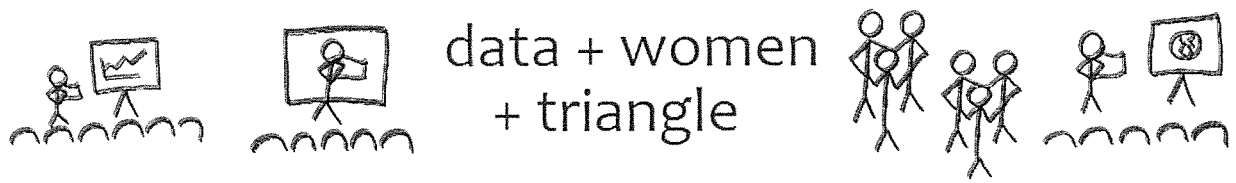
wake Technical Community
college

Your First Degree, Area of Study, and Year

BSc (Computer Science) - 2005

Your Last Degree, Area of Study, and Year

Analytics Certification - 2017



Substitute Resume for Future Fair 2017

Your Name as it appears on LinkedIn

Jaronda Ingram

Your Email Address

jaronda.m.ingram@gmail.com

Your Title

Six Sigma Black Belt

Your Company

Zoetis

Your First Degree, Area of Study, and Year

B.S. Mech. Engineering 2006

Your Last Degree, Area of Study, and Year

MBA Analytics 2015



JENNIFER M. FRANK

jen.m.frank@gmail.com

(914) 329-4370

Summary of Professional Experience

Jennifer Frank is a public health analyst in RTI's Health Services and Social Policy Research Division. Ms. Frank's work focuses on development, implementation, and maintenance of quality measures for federal quality reporting programs. She has experience in developing and testing quality measures for use in post-acute and long-term care settings, including hospices, nursing homes, long-term care hospitals, and inpatient rehabilitation facilities. She has training and experience in both quantitative and qualitative methodologies. Before joining RTI, Ms. Frank held health research positions at the Durham Veterans Affairs Medical Center and the University of North Carolina–Chapel Hill. She received her master's degree in public health from the University of North Carolina's Gillings School of Global Public Health.

Education

MPH, Health Behavior, Gillings School of Global Public Health, University of North Carolina at Chapel Hill, Chapel Hill, NC, 2013.

BA, Biological Sciences with a specialization in Endocrinology, University of Chicago, Chicago, IL, 2009.

Selected Project Experience

Hospice Quality Reporting Program (2015 to date)—*Analyst*. Funded by the Centers for Medicare & Medicaid Services (CMS), this project aims to develop quality measurements pertaining to patient preferences, adverse events, and symptom management in hospice. Tasks include leading literature reviews pertaining to measure and instrument development; developing items and technical specifications; analyzing Medicare claims and pilot data to guide measure development; and analyzing quality disparities related to race, ethnicity, gender, and socioeconomic status.

Development of Maintenance of Symptom Management Measures (2015 to date)—*Analyst*. Funded by CMS, this project aims to develop quality measurements pertaining to multiple post-acute care settings. Tasks include leading literature reviews pertaining to measure concept development and risk adjustment; assisting with federal rulemaking processes, including responding to public comments; and supporting development and maintenance of cross-setting measures.

Professional Experience

2015 to date

RTI International, Research Triangle Park, NC.

Public Health Analyst. Conducts qualitative and quantitative research activities, including technical expert panels, Medicare claims analysis, and data collection pilot studies. Compiles and manages analytic databases. Assists with developing analytic plans, analyzing data, and writing analytic reports. Leads literature

reviews and environmental scans; synthesizes findings for reports and Technical Expert Panels; writes project reports and other project communications.

2014 to 2015 Institute for Medical Research at the Durham VA Medical Center, Durham, NC.

Research Coordinator. Developed protocols, standard operating procedures, timelines, milestones, grant proposals, study budgets, and data collection instruments for prospective prostate cancer research studies. Managed all prospective, quantitative data collection and data management. Prepared and maintained all Institutional Review Board and regulatory documentation for 10 open protocols. Supervised and trained research personnel, including clinical trials assistants, regulatory assistants, and undergraduate work-study students.

2012 to 2013 Orange County Department on Aging, Chapel Hill, NC.

Student Consultant. Designed and implemented qualitative and quantitative data collection instruments, including surveys, focus group guides, and key informant interview guides. Analyzed qualitative and quantitative data on the preferences and practices of older adults. Conducted two literature reviews regarding exercise and communication channels. Created dissemination plan to expand and improve the department's outreach efforts.

2011 to 2013 UNC Weight Research Program, Chapel Hill, NC.

Research Assistant. Recruited, screened, obtained consent from, and enrolled participants. Designed intervention materials (tailored messages, mailings, etc.) for weight management studies. Collected, entered, and managed quantitative data for multiple large randomized controlled trials.

Sept 2012 to Dec 2012 Project Compassion, Chapel Hill, NC.

Student Evaluation Consultant. Designed qualitative and quantitative surveys for evaluation of Transforming Neighborhoods, an aging in place workshop.

May 2012 to Sept 2012 Benevolence Farm, Chapel Hill, NC.

Public Health Intern. Conducted a literature review and provided recommendations to the board related to needs of women leaving prison. Identified funding opportunities and drafted grant proposals for general funding.

2010 to 2011 Levy, Phillips & Konigsberg, LLC, New York, NY.

Paralegal. Managed caseload of 10–15 mesothelioma cases through all stages of the case.

Computer Skills

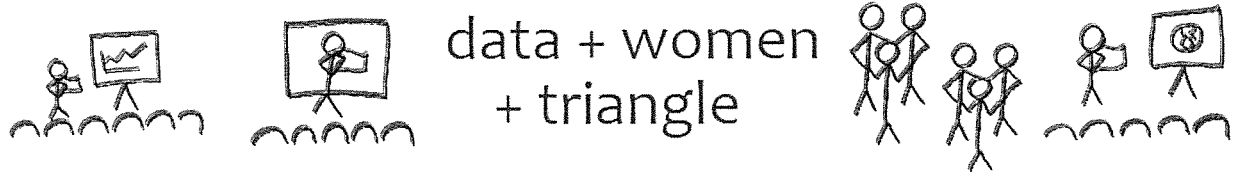
SAS; R; NetLogo; ATLAS.ti; Microsoft Access; EndNote

Peer-Reviewed Journal Articles

- Zapata DF, Howard LE, Frank J, Simon RM, Hoyo C, Grant DJ, Freedland SJ, Vidal AC. (2017). The association between sexual function and prostate cancer risk in US veterans. *Asian J Androl* 19, 191-5
- Pardasaney, P., Ingber, M., Broyles, I., Deutsch, A., Clayton, D., Frank, J., ... McMullen, T. (2016). Assessing discharge to community outcomes in post-acute care settings. *Gerontologist*, 56, 599.
- Simon, R. M., Howard, L., Zapata, D., Frank, J., Freedland, S. J., & Vidal, A. C. (2015). The association of exercise with both erectile and sexual function in black and white men. *The Journal of Sexual Medicine*, 12(5), 1202–1210.

Presentations and Proceedings

- Broyles, I., Li, Q., Sherif, N., Zheng, N., Frank, J., Chong, N., ... Rokoske, F. (2017). *Geographic variation in hospice quality of care around admission*. Poster session presented at Academy Health annual meeting 2017, New Orleans, LA, United States.
- Seibert, J., Barch, D., Bernacot, A., Kandilov, A., Frank, J., Free, L., ... Mandl, S. (2017). *Racial and ethnic disparities in a pressure ulcer quality measure for three post-acute care settings*. Poster session presented at Academy Health, New Orleans, LA.
- Zheng, N., Li, Q., Frank, J., Broyles, I., & Rokoske, F. (2017). *Association between hospice visit intensity and live discharge: Aging, disability, and end-of-life*. Poster session presented at Academy Health, New Orleans, LA.
- Broyles, I., Li, Q., Zheng, N., Chong, N., Larsen, C., Segelman, M., ... Rokoske, F. (2017). *Unintended consequences of the hospice carve-out: Uneven prevalence of Medicare Advantage enrollment across hospices*. Academy Health, New Orleans, LA.
- Frank, J., Li, Q., Sherif, N., Spivack, S., Chong, N., Zheng, N., Rokoske, F. (2016, November). *Race and Gender Differences in Hospice Quality Measures*. Presented at Gerontological Society of America, New Orleans, LA.
- Pardasaney, P. K., Ingber, M. J., Broyles, I. H., Deutsch, A. F., Clayton, D. H., Frank, J. M., et al. (2016, November). *Assessing discharge to community outcomes in skilled nursing facilities, long-term care hospitals & inpatient rehabilitation facilities*. Presented at Gerontological Society of America, New Orleans, LA.
- Zheng, N., Frank, J. M., Haines, E. R., Li, Q., Broyles, I. H., Kirk, M. A., et al. (2016, June). *Hospice staff visits to patients and families when death is imminent*. Poster presented at AcademyHealth annual research meeting, Boston, MA.
- Pardasaney, P., Frank, J., & Haines, E. (2015, August). *Discharge to community measure environmental scan*. Presented to the Discharge to Community Technical Expert Panel, Baltimore, MD
- Frank, J., Kolander, C., Black, M., LaMotte, D., Weinhold, A. (2013, April). *Developing Improved and expanded communication networks and information dissemination methods for health promotion among older adults in Orange County, North Carolina*. Poster presented at the UNC Institute on Aging's Aging Exchange, Chapel Hill, NC



Substitute Resume for Future Fair 2017

Your Name as it appears on LinkedIn

Julie Grubbs

Your Email Address

julie.m.grubbs@gmail.com

Your Title

IB Training Specialist

Your Company

Ipas

Your First Degree, Area of Study, and Year

Spanish - BA 2008

Your Last Degree, Area of Study, and Year

11

KAREN E. PATCH

1312 Queensbury Circle

Durham, NC 27713

(919) 724-5427

kapatch67@gmail.com

www.linkedin.com/in/karen-e-patch

Accomplished data analytics professional experienced in the design, development and implementation of analytics projects, software applications and business solutions.

QUALIFICATION HIGHLIGHTS

- | | | |
|-----------------------------------|----------------------|------------------------|
| ➤ Analytics | ➤ Data Visualization | ➤ Online and Classroom |
| ➤ Data Management | ➤ Technical Presales | Instruction |
| ➤ Technical Management Experience | Support | |

PROFESSIONAL EXPERIENCE

SAS, Cary, NC, May 2000 – Present

Sr. Technical Manager, Education Practice, April 2008 – Present – Provide technical leadership for Collaborations Team in for partner collaboration, customer retention, pre-sales support and solution development activities. Trusted advisor to customers and partners and to create end to end analytics solutions from data sourcing to information delivery. Create and execute proof of concept solutions for P-20 Collaborations with SAS Visual Analytics and other SAS solutions. Conduct partner training and knowledge transfer workshops which enable SAS education partners with SAS analytic solutions. Workshops include SAS Visual Analytics, SAS Enterprise Guide, SAS Data Integration Studio, and SAS Business Intelligence reporting tools.

SAS, Technical Support Analyst, Technical Support, March 2006–March 2008 - Lead technical support resource for global customers for SAS Strategic Performance Management and SAS Human Capital Management. Composed and published product specific technical notes and documentation for internal and external customers. Partnered with R&D to troubleshoot and debug customer issues. Product sign off and hotfix testing. Entered customer defects with R&D to ensure customer input to software development. Developed and conducted product training for development and cross-training of technical support staff.

SAS, Lead Systems Engineer, SAS Technology and Solutions Support, January 2002–March 2006 - Technical leadership role working with highly complex customer system and application issues requiring extended knowledge of industry business needs and SAS products and solutions. Developed, prepared and presented prototype applications, solutions and presentations to C-level audiences both internally and externally.

SAS, Sr. Technical Consultant and Solution Strategist, SAS Performance Management, May 2000-January 2002 - Provide performance management domain expertise to field sales group through development and implementation of targeted sales strategies and initiatives. Provide training and leadership in performance management frameworks such as Balanced Scorecard, Six Sigma, EFQM and Baldrige.

Capella University, Minneapolis, MN, October 2016- Present

Supplemental Instruction Leader – Provide supplemental instruction for courses in the MS in Analytics (MSA) program. Assist learners in their journey by holding live web sessions twice weekly and providing additional support to individual learners as needed. Create course specific presentations and content and provide peer-led support to co-learners in the program. Assist in the review and testing of technology for the MSA program.

Blue Cross Blue Shield of North Carolina, Durham, NC - March 1996 - May 2000

IS Performance Measurement Manager, Information Systems Department, August 1999–May 2000 - Managed the development, implementation and operations of the IS Administration department. Partnered with IS division heads to develop and implement IT strategies and solutions to enable achievement of corporate goals, and support business strategies.

IT Customer Performance Manager, Technical Assistance Group, Oct 1998-August 1999 - Led the Technical Assistance Group Customer Performance Team which was responsible for reporting, monitoring, and continuously improving key quality performance indicators and internal processes such as: internal quality monitoring, external customer surveys, IS customer performance reporting, and problem management processes and metrics.

Product Administration Analyst/Sales Analyst, Product Administration, June-October 1998 - Project management of initiatives involving product changes due to legislative mandates, corporate initiatives and regulatory compliance.

Staff Reporting and Technology Analyst, Customer Service Department (CSD), March 1996-June 1997-Conception, design, development and implementation of department reports measuring: call volume, inquiry analysis, incentive program, quality assurance standards, performance guarantee results and other key performance indicators.

Administrator - Psychological Health Care of NC, Chapel Hill, NC Jan 1991-March 1996 - Operations Manager of start-up managed mental health care company. Led development of paradox database system for claims system.

EDUCATION

Capella University, MS Analytics, September 2017, GPA – 4.0 – President’s List
University of North Carolina, Chapel Hill, NC Aug 1990, Bachelor of Arts, US History

TECHNICAL EXPERTISE

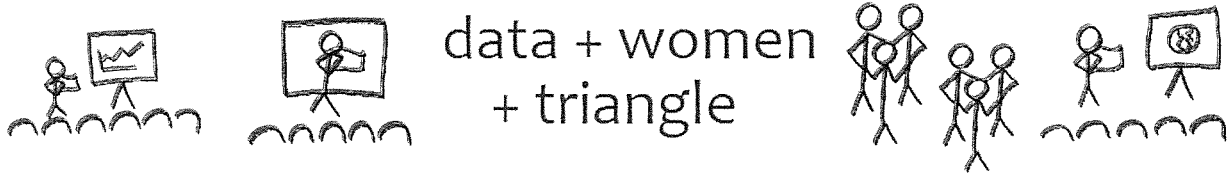
Publications: 'Show Me the Green' through a Hosted Sustainability Solution for Higher Education' – SAS Global Forum 2010, 'Measuring and managing sustainability using SAS at Duke University' – co-authored with Casey Roe, Sustainability Outreach Coordinator at Duke University and Michelle deLaurentis, Application Developer at SAS.

Presentations: Co-presented with the Institute for Veterans and Military Families at Analytics Experience 2017.
Co-presented with Duke University at the Association for the Advancement of Sustainability in Higher Education (AASHE) 2010 conference, SAS Global Forum 2010 - 'Show Me the Green' through a Hosted Sustainability Solution for Higher Education', AICPA conference 2004 – Performance Management at SAS

Certifications: SAS Certified Visual Business Analyst: Exploration and Design Using SAS Visual Analytics – Nov., 2016

Skills: SAS Visual Analytics, SAS Visual Statistics, SAS Enterprise Miner, SAS Enterprise Guide, SAS Studio, SAS Enterprise Business Intelligence, SAS Data Management Studio, Microsoft Office Suite, SQL, Java, Hadoop, AWS

Volunteer: DataKind, Special Olympics of North Carolina, Lupus Foundation of North Carolina, Girl Scouts of America, STEM Volunteer through SAS, Independent Animal Rescue - Foster



Substitute Resume for Future Fair 2017

Your Name as it appears on LinkedIn

Lynn Bernstein (7a5a153)

Your Email Address

BERNSTEIN.LYNNM@gmail.com

Your Title

Data Scientist Student

Your Company

Your First Degree, Area of Study, and Year

B.S. Aerospace Engineering
MINOR: Planetary, Astronomical & Astrophysical Science
2000

Your Last Degree, Area of Study, and Year

Data Science Self Study

MADISON THANH NGUYEN

2015 Freeport Drive · Cary, NC 27519
(919) 946-7987 · madisonthanhnguyen@gmail.com

EDUCATION

UNIVERSITY OF NORTH CAROLINA, Kenan-Flagler Business School – Chapel Hill, NC May 2013
Master of Business Administration (MBA), Full - Time Program

- Marketing and Consulting Concentrations

NORTH CAROLINA STATE UNIVERSITY – Raleigh, NC May 2007
Bachelor of Science in Business Management, Finance and Accounting

WORK EXPERIENCES

LENOVO– Research Triangle Park, NC Feb 2016 - Present

Business Planning Manager – Consumer Retail and eCommerce

- Manage North America pricing within channel distribution relationships - \$385M business.
- Grew Canada business 76% from \$35M to \$61.8M. Doubled revenue with Staples Canada.
- Develop, consolidate and communicate a comprehensive pre-season planning strategy for cross channel inventory movement that identifies opportunities and risks.
- Provide sales team with analytics to support assortment decisions by channel and develop promotional and markdown strategies to maximize profitability and sales.
- Participate in developing processes that build efficiencies and streamline work streams.
- Use retail financial measurements to evaluate short-term and long-term impacts of business decisions.

2014 - 2016

Account Manager – Global and Commercial Enterprise

- Ownership of 30+ accounts' relationships and growth planning strategies.
- Partner closely with internal resources at all levels of the organization to set proper expectations, provide clear communications, and resolve business growth blockers.
- Drove PepsiCo account's worldwide revenue by \$7.65M in one quarter through creating customized solutions appropriate for each region and enabling a pricing strategy for each.
- Maximize penetration of account's ecosystem by identifying new groups or areas for business expansion in order to maximize business for all product lines within product portfolio; developed Huawei account resulting in year-over-year quarterly growth by 75%.

CONSULTANT

2011 - 2014

Larry's Beans, Fair Trade and Organic Coffee – Raleigh, NC

- Increased online sales by 10% through researching consumer base in order to identify key insights and providing recommendations to the marketing team.

United Nations Democracy Fund, Business and Economic Development – Thailand and Laos

- Consulted senior management of five Lao non-profit organizations with proposal development, business planning, strategy, marketing, and finance.

Innovation Management, LLC – Chapel Hill, NC

- Evaluated product offerings, competitive market, emerging industry trends, and consumer segments to drive insightful marketing initiatives that increased the market share for Sunbrella by 2%. Other clients included: Church & Dwight Co & Perrigo Co.

INTERNATIONAL HOUSE WORLD ORGANISATION – HCMC, Vietnam

2010 - 2011

Apollo Education & Training, TESOL Certified English Instructor

- Designed and implemented summer project and public school field day events increasing customer satisfaction and retention levels by 80%.

CREDIT SUISSE – Research Triangle Park, NC

2007 - 2010

Product Controller

- Managed the profit and loss analysis of seven trading desks, total market value of \$4.5B.
- Researched market trends and economic factors that impacted trader's P&L and strategy.
- Published P&L commentary and reporting to senior management on potential exposure to credit risk and price risk detailing significant gains or losses above +/- \$2M.

Marilyn Zyck Shenk

<https://www.linkedin.com/in/maddyshenk1>

919-491-2626 maddyshenk@gmail.com

SUMMARY

Clinical document management professional with 15 years of experience in Clinical Pharmaceutical R&D, working with cross-functional Clinical Teams, from Protocol Creation through Final Study Reporting and Submissions to regulatory agencies such as the FDA and EMA, interested in furthering a career in Clinical Operations and/or Data Management. User and System Administrator experienced in managing controlled systems and repositories/CDMS. Submission expertise includes management of workflow from document preparation through electronic publishing and handoff to submission publishing. Experience working within ICH guidelines and CFR that govern clinical trials, medicines and biopharmaceuticals. Familiarity with clinical trial design and implementation, and clinical reporting tools.

Team Lead with proven experience in driving functional teams to deliver high quality clinical submissions work, and demonstrated ability to coordinate global in-house and 3rd party resources to achieve on-time delivery while championing a culture of patient- and customer focus.

Energetic, experienced Trainer/Presenter, effective in conveying complex processes to audiences of varying levels of experience. Eager to share knowledge and encourage others build expertise.

SKILLS & CORE COMPETENCIES

Content management systems and data repositories, Microsoft Windows, MS Outlook, MS Word, MS Excel, MS PowerPoint, MS Access, and Adobe Acrobat Professional. Customer focused, results-driven, self-motivated, eager learner.

PROFESSIONAL EXPERIENCE

Clinical Data Analyst, GlaxoSmithKline Clinical Data Transparency Project Team. Nov 2015 – Dec 2016. Worked as part of project team responsible for preparing clinical study documents for public disclosure, and successful in the on-time delivery of the GSK transparency initiative.

- Performed mining of clinical study files from December 2000 through December 2016 by searching various internal repositories, and liaising with study-accountable persons for any files out-of-scope of the repositories.
- Analyzed over 480 clinical studies and vaccines studies for content and quality in preparation for transfer to redaction vendor.
- Performed quality checks on documents post-redaction, and validated relevant study information and metadata prior to archival and posting of over 200 studies to GSK Register (<http://www.gskclinicalstudyregister.com>).
- Archived over 320 studies to internal data warehousing repository. Managed files ensuring compatibility with future system specifications.
- Performed data cleaning on metadata for files for over 7000 files in repository using SQL-generated report from snapshots of repository.

Marilyn Zyck Shenk

Clinical Submissions Architect & Data Analyst, PAREXEL, GlaxoSmithKline Business Unit, Mar - Sep 2015.

- Ensured on-time delivery of high-quality clinical components of Oncology submissions continued during transition of Oncology assets and employees from GSK to Novartis.
- Continued to manage clinical document management activities during creation of GSK business unit.
- Transferred knowledge to help build further expertise of fellow team members and client.
- Championed on-time tracking of submissions by document management team across all therapy areas.
- Smoothly transitioned future submission work to remaining GSK submission team.
- Located, reviewed and analyzed Clinical Study Reports for the GSK Data Transparency project.

Clinical Submissions Architect, GlaxoSmithKline, Apr 2005 - Mar 2015.

- Managed dozens of submission projects. Coordinated clinical document management activities for clinical components of Oncology submissions, driving high-quality submissions to on-time completion under critical timelines; utilized and managed resources provided by outsourced group.
- Accelerated clinical document publishing by streamlining pre-publishing quality check process and implementing the new process, resulting in cost savings, and increased throughput by 30% within 5 months of implementation.
- Specialized in driving eCTD submissions to completion for 6 Oncology drugs.
- Partnered with Regulatory Submission Managers, Publishers, Clinical Scientists, Medical Writers, and contractors to plan and track progress.
- Tracked workflow of pre-publishing activities and quality checks through publishing of clinical reporting documents and final checks to ensure on-time handoff of clinical modules to submission publishing. Used Microsoft Excel to track and report progress.
- Acted as System Administrator for Documentum Content Management System, and resolved all assigned help-desk tickets within expected timeframe.
- Continuously improved submission quality by facilitating workshops on best practices for submission teams.
- Trained over 300 clinical scientists and authors on the use of proprietary templates, toolsets, and Microsoft Word.

AWARDS & RECOGNITION

- GlaxoSmithKline Silver and Bronze Awards

EDUCATION & CERTIFICATIONS

- **Programming Certificate**, Wake Technical Community College.
- **Bachelor of Science, Computer Information Systems**, North Carolina Wesleyan College.
- **US Regulatory Affairs Certified (RAC)**, Regulatory Affairs Professionals Society.

MARY K. REAGOR

Phone: (972) 310-0366
www.linkedin.com/in/maryreagor/
mary.reagor@gmail.com

Interests

- | | |
|--------------------------------------|---|
| Professional development | <ul style="list-style-type: none">• Translational technology: finding a need in the community and applying developments in the lab to real world problems• Community outreach and teaching (see Synergistic Activities) |
| EEG Signal Processing and BCI design | <ul style="list-style-type: none">• Event-related and frequency analysis on large data sets (electroencephalography/EEG)• Design, development and analysis of brain computer interface (BCI) systems• Research into semantic categorization (as shown by EEG waveforms) |

Academic Preparation

- | | |
|--|---|
| Postdoctoral Scholar,
2013-2014 | THE UNIVERSITY OF TEXAS at Dallas, TX
Electrical Engineering and Computer Science, Adviser: Dr. Roozbeh Jafari |
| Postdoctoral Scholar,
2012-2013 | THE UNIVERSITY OF TEXAS at Dallas, TX
Behavioral and Brain Sciences, Adviser: Dr. Robert Rennaker, Dr. Mike Kilgard |
| Ph.D. in Cognition and Neuroscience,
2012 | THE UNIVERSITY OF TEXAS at Dallas, TX
Behavioral and Brain Sciences, Adviser: Dr. James Jerger
Thesis: THE RIGHT-EAR ADVANTAGE-AN INVESTIGATION OF ATTENTIONAL SWITCHING USING EVENT-RELATED POTENTIALS |
| M.S. in Applied Cognition and Neuroscience,
2008 | THE UNIVERSITY OF TEXAS at Dallas, TX
Research focus: Event-Related Potentials to semantic processing of visual stimuli and Event-Related Potentials to age-related auditory asymmetry |
| B.S. in Computer Science,
2001 | TRINITY UNIVERSITY, San Antonio, TX
Computer Science, Adviser: Dr. John Howland and Dr. Gerald Pitts
Project: The Virtual Dentist (with haptic feedback glove) |

Work Experience

- | | |
|---|--|
| Postdoctoral Scholar,
2013-2014 | THE UNIVERSITY OF TEXAS at Dallas, TX
Electrical Engineering and Computer Science
<u>Topic areas:</u> Non-invasive Brain-Computer interface (BCI) design and signal processing. Completed investigation for technology commercialization of our BCI, including marketplace discovery, project planning, finding funding sources and budget planning. Helped submit a grant for our BCI system.
<u>Duties:</u> Designing and writing software programs (Matlab, C#), managing students, grant preparation, writing and editing papers for conferences, giving educational talks, gaining and maintaining internal review board (IRB) approval. |
|---|--|

Postdoctoral Associate, 2012-2013	THE UNIVERSITY OF TEXAS at Dallas, TX Electrical Engineering and Computer Science <u>Topic areas:</u> Analysis of neuronal spike activity in rats due to auditory stimulus. <u>Duties:</u> Designing and writing software programs (Matlab), managing students, writing and editing papers.
Graduate student and Research Assistant, 2006-2012	THE UNIVERSITY OF TEXAS at Dallas, TX Behavioral and Brain Sciences <u>Topic areas:</u> Electroencephalography (EEG) and Event-Related Potential (ERP) correlates to language learning and auditory processing in the brain. <u>Duties:</u> Researching and writing articles, designing and planning experiments, running EEG equipment for data collection and analysis (Matlab, R), giving guest lectures, grading, office hours, running review sessions, managing students.
Research and Development, 2005-2006	THIRD MILLINENNIUM PRODUCTIONS, Fort Worth, TX <u>Topic areas:</u> Data modeling of optimal airplane wing design. <u>Duties:</u> Researched industry applications for the commercial software (DATASCAPE) and helped develop demonstrations and commercialization of software products. Transferred knowledge to applications such as frozen chicken wings.
Software Developer, 2001-2005	UNITED SPACE ALLIANCE, Houston, TX <u>Topic areas:</u> Software design for the Shuttle cockpit displays. <u>Duties:</u> Served on the software requirements review panel for Shuttle Abort Flight Management, developed and tested ground displays (C++) and created databases (SQL) as part of the Shuttle Cockpit Displays Team, represented the Shuttle Cockpit Displays team on the software review board. <u>** Security Clearance obtained</u>

Selected Highlights

NSF proposal "Self-Calibration Techniques for Robust Brain Computer Interface" got accepted (I-CORPS 2013), Role: **EL**

Cover Article: Jerger, J. and Reagor, M. (2012). The Listening Brain at Work, Audiology Today, Vol. 24 (1). pp. 18-30.

Poster Session: Reagor, Mary K., Dunlop, J., Krishnan, A., Jerger, J., Abdi, H. Category Separation of Multi-subject EEG data using MUBBADA. Human Brain Mapping, 2011.

Poster Session: Reagor, Mary K., Krishnan, A., Dunlop, J., Jerger, J., Abdi, H. How is Story Line Dependent Context Represented in the Brain? An investigation using EEG and MUBBADA. Society for Mathematical Psychology, 2010.

Poster Session: Reagor, Mary K., Jerger, J., Davis, T., Martin, J., The effect of context priming on the auditory potential evoked by semantic analysis (N400), Acoustical Society of America, 2009.

Presentations and Publications

Reagor, Mary K., Zong, Chengzhi, and Jafari, Roozbeh, Maximizing Information Transfer Rates in an SSVEP-based BCI using Individualized Bayesian Probability Measures, EMBC, 2014.

Nathan, Viswam, Wu, Jian, Zong, Chengzhi, Zou, Yuan, Dehzangi, Omid, **Reagor, Mary**, Jafari, Roozbeh, Demonstration Paper: A 16-channel Bluetooth Enabled Wearable EEG Platform with Dry-contact Electrodes for Brain Computer Interface, Proceedings of the 4th Conference on Wireless Health, 2013.

Reagor, Mary K., Dunlop, J., Krishnan, A., Jerger, J., Abdi, H. Category Separation of Multi-subject EEG data using MUBBADA. Human Brain Mapping – poster session, 2011.

Reagor, Mary K., Krishnan, A., Dunlop, J. Jerger, J., Abdi, H. How is Story Line Dependent Context Represented in the Brain? An investigation using EEG and MUBBADA. Society for Mathematical Psychology – poster session, 2010.

Davis, T., Martin, J., Jerger, J., & **Reagor, M.** Effects of Age on Interaural Asymmetry in the N400 Component. American Speech-Language-Hearing Association, Philadelphia, PA – poster session, 2011

Reagor, Mary K., Krishnan, A., Dunlop, J. Jerger, J., Abdi, H., How is Story Line Dependent Context Represented in the Brain? An investigation using EEG and MUBBADA. Human Brain Imaging Retreat - poster session, 2010.

Reagor, Mary K., Jerger, J., Davis, T., Martin, J., The effect of context priming on the auditory potential evoked by semantic analysis (N400). Acoustical Society of America – poster session, 2009.

Maguire, M., White, J., Brier, M., Miao, M., Anand, R., **Reagor, Mary K.**, Dove, G. An Event Related Potentials Study of Novel Verb Processing in Young Children, Society for Research in Child Development - Paper Symposium (2009).

Maguire, M., **Reagor, Mary K.**, White, J., Brier, M., Elliott, S.M., Elliot, M. R., Miao, M., An ERP Study of the Neurological Processes Underlying Thematic and Categorical Relationships in Young Children , Society for Research in Child Development – Poster, 2009.

Maguire, M.J., **Reagor, M.K.**, Tillman, G., Calley, C., Gamino, J., Brier, M., Hanten, G. The neurological underpinnings of individual differences in learning: Relating ERP responses to self-reported learning strategies. Poster presented at the Annual meeting of the International Neuroscience Society. Waikoloa, Hawaii. 2008.

Maguire, M.J., **Reagor, M.K.**, Anand, R., Sandgren, S., & Elliott, M. Grammaticality influences the N400 to novel verbs. Annual meeting of the Cognitive Neuroscience Society. San Francisco, CA. 2008.

Reagor, Mary K., Maguire, M., Electrophysiological Measures for Remembered, Ignored and Novel Words in a Strategic Learning Task, Cognitive Neuroscience Society. – poster session, 2008.

Jerger J., Martin, J., **Reagor, M.** (2013) Event-Related Potentials Reveal Additional Demand on Cognitive Resources Associated with Impoverished Audibility: Implications for Speech Audiometry, Journal of the American Academy of Audiology.

Jerger, J. and **Reagor, M.** (2012). Listening to Words. Translational SLP/A: Essays in Honor of Dr. Sadanand Singh, Robert Goldfarb, Editor, Plural Publishing, Inc., pp. 213-224.

Jerger, J. and **Reagor, M.** (2012). The Listening Brain at Work, *Audiology Today*, Vol. 24 (1). pp. 18-30 (cover article).

Languages

Matlab, Neuroscan, SPSS, Excel Stat, C++, C#, R, SQL, OpenGL, SAS, Unix

MS Excel, Word, PowerPoint.

Able to speak and understand some Spanish.

Synergistic Activities

Team Lead and Demonstrator (wearable tech and BCI), **USA Science & Engineering festival**, 2014

Demonstrator, **Science Palooza** (Girl Scouts), 2014

Reviewer, **Journal of Biomedical and Health Informatics**, 2013-2014

Judge, **First Tech Challenge** (FTC) Dallas (robotics), 2013

'Brain-Computer interfaces' talk, **National Center for Women & Information Technology**, 2013

Judge and Judging Chair, **Fort Worth Regional Science Fair** - 2006, 2008-2010, 2012

Walk Now for Autism Speaks, 2006

United Space Alliance Volunteer Organization (United Way, Habitat for Humanity, Ronald McDonald House), 2002-2005

Melissa Gold

722 Highway 61
Whitsett, NC 27377

Email: melissagold11@yahoo.com
Phone: (336) 738-1275

Objective Find new ways to apply my interests in math and statistics and exercise my creative spirit.

Education **University of North Carolina at Asheville**
Mathematics, Statistics Concentration Cumulative GPA of 3.7/4.0

- Dean's List: Fall 2012, Spring & Fall 2013, Fall 2014, Spring & Fall 2015, Spring 2016
- Honors program; Study Abroad to China
- Graduated August 2016

Experience – Work & Volunteer

- Office Manager for Alamance Consulting Engineers *October 2017-Present*
- Brand Ambassador for Mosaic and Wal-Mart *July-August 2017*
- Volunteered for DataKind NC DataDive hosted by SAS *April 28-30, 2017*
- Data Science intern at Paires, a co-living startup in Beijing *Nov. 2016 -Dec. 2016*
- UNCA Student Math Tutor (Calculus and Statistics) *Fall 2014-May 2016*
- Tutoring English 30hrs/week while an Au Pair in China *June 2016-Dec. 2016*
- Blogging about my work, study and travel in China *March 2016-Dec 2016*
- Freelance eBay Entrepreneur (short-term project) *Dec. 2015-Jan. 2016*
- Karate instructor at The Little Gym of Asheville *Jan. – Mar. 2015*
- Camp Counselor at Duke TIP Summer Studies Program *Summer 2014*
- Private SAT math tutoring *December 2013*

Activities & Hobbies

- FIRST Robotics FTC Team Mentor *Feb. 2017-Present*
- Exchange letters regularly with pen pals around the world *June 2015-Present*
- Founded and organized Chinese Conversations Club *January-May 2016*
- President of the UNCA Tae Kwon Do Club *August 2013-Sept. 2015*
- Active member of *Asheville Students Interested in Asia* *August 2012-May 2016*

Skills & Qualifications

- Experience using the statistics software Minitab, R, SAS, and Microsoft Excel
- Experience using Java and Python
- Statistics classes in Exploratory Data Analysis and Nonparametric Statistics, Probability Theory, Analysis of Variance Models, Regression Models, and Big Data
- Math classes in Calculus (single and multivariable), Proof Writing, Calculus-based Physics, and Linear Algebra
- CPR and First Aid Certification (American Red Cross)
- Black Belt in Tae Kwon Do
- Navigating life in Mainland China *May 2016 - Dec 2016*
- Chinese Language (upper-intermediate level speaking, listening, reading and typing)

SUMMARY

Scientist with 15 years of experience in biology and chemistry research applications, currently pursuing a career in data analytics. Recent independent coursework includes computer programming (Python and R) and statistics.

INDEPENDENT COURSEWORK

Python

- Learn to Program (*Coursera – University of Toronto*)
- Introduction to Computer Science and Programming (*edX – Massachusetts Institute of Technology*)

Statistics and R

- Foundations of Data Analysis (*edX – University of Texas at Austin*)
- Introduction to Probability and Data (*Coursera – Duke University*)

WORK EXPERIENCE

Aerie Pharmaceuticals (acquired Envisia Therapeutics in 2017) 2014 – Present **Scientist, Formulation Development**

Developing sustained release drug formulations for a variety of ocular diseases.

- Extensive formulation development work across multiple types of drugs including proteins and small molecules. Developed formulations involving different classes of polymers using PRINT (Particle Replication in Non-wetting Templates) to prepare particles as small as 1 micron in diameter and implants up to 6 millimeters in length.
- Initiated and led research project with a class of small molecule drugs never before used in PRINT. Able to demonstrate multiple month sustained drug release using 5 different compounds in this class. Executed all formulation work and managed other aspects of the project including leading all team meetings.
- Software used includes Microsoft Excel for data analysis and GraphPad Prism for data visualization.

Advanced Liquid Logic, an Illumina Company
Scientist, Assay Development

2011 – 2014

Developed biological assays for use in digital microfluidic cartridges for in vitro diagnostic and research applications.

- Developed on-cartridge assays for applications including pyrosequencing to identify microbial species, RT-PCR to detect HIV from whole blood, and library preparation for next generation sequencing. Work directly contributed to U.S. patent applications and applications for grant funding.
- Programmed droplet operations on a cartridge using Assay Development Environment in-house software. Programs written using drag-and-drop interface of simple operations combined to form complex sequences of droplet movements.
- Authored monthly technical reports and presented results in biweekly team meetings with external collaborators.

UNC Lineberger Comprehensive Cancer Center
Research Specialist

2005 – 2010

- Gained expertise in laboratory techniques including cell culture, collection and analysis of DNA, RNA, and protein. Managed mouse colony including 16 different strains of transgenic mice. Bred, determined genotype, and conducted experiments using mice, including tumor cell implantation and mammary gland transplants.

University of Virginia Neurotrauma Laboratory
Research Technician

2002 – 2005

- Performed small animal survival surgeries, including impact acceleration and fluid percussion models of traumatic brain injury. Conducted intracardial perfusion followed by dissection of brain tissue. Analyzed tissue using immunohistochemistry and immunofluorescence.

EDUCATION

Professional Science Master's, Microbial Biotechnology
North Carolina State University

Associate of Applied Science, Clinical Trials Research
Durham Technical Community College

Bachelor of Science, Biological Psychology
College of William and Mary

Michelle Pitts

Raleigh, NC 27604
(919)696-8539 ahanty123@gmail.com

NC State University- Raleigh, NC
Human Resources Specialist

Apr 2017-Current

Establishes and maintains community partnerships for recruitment efforts for Temporary employment, processes new hires, facilitate I-9s and onboarding, initiate background checks

- Manages temporary and student recruitment from end-to-end
- Facilitates on-site interview sessions, job fairs, information sessions with hiring managers
- Proposes and implements process improvement methods for all HR functions/processes
- Provides training to Hiring Managers and supervisors
- Developed and prepared comprehensive Recruitment Plan to streamline temporary recruitment

Revlon Corporation -Oxford, NC
Human Resources Consultant/Generalist

Sep 2016-Apr 2017

Consulted and coordinated services regarding HR operations, programs, systems, employee relations and compliance issues for a staff of 1355 employees and 11 managers working in 6 divisions i.e., Distribution, Supply Chain, Finance, Engineering, Manufacturing, and Quality.

Outcomes:

- **Jointly collaborated with directors, subject matter experts, etc.** to initiate, strategize and execute Mechanic Restructure resulting in 70% retention rate. Conceived a fair, standard qualification criterion to guide the process.
- **Resolved Employee Relations issues i.e., attendance and safety violations, performance and misconduct** by coaching, mentoring, and counseling employees and managers using dispute resolution strategies which improved business relationships, attendance, performance and productivity overall.
- **Facilitated over 20 exit interviews, assessed and compiled data, and proposed recommendations to management** on discovered trends and strategies to reduce turnover rate.
- **Slashed turnover rate by 12% in one quarter** by facilitating effective exit interviews and implementing effective solutions to trends.

UNC University Temporary Services- OHR-UNC (Contract) Chapel Hill, NC
Human Resources Specialist

May 2016-Sep 2016

Oversaw the day-to-day operations of Student Fellows Program and Background Check unit.

Outcomes:

- **Facilitated and processed onboarding** for new fellows; coordinated credentialing processes for new hires resulting in a speedy and smooth transition for new hires.

Michelle Pitts

Raleigh, NC 27604

(919)696-8539 ahanty123@gmail.com

- **Supported a team of 3 HR Specialists** by providing guidance and ongoing consultation to campus HR Representatives on background investigations request and issues; leading to a reduced turnover time for results.

US Department of Agriculture- Raleigh NC
Human Resources Generalist

Nov 2005 –Jan 2016

Managed a broad range of HR functions including Recruiting/Staffing, Employee Relations, Benefits Administration, Performance Management, HR Processing, Classification, Federal and State Law Compliance for 2800+ employees (union/non-union) located virtually and on-site.

Outcomes:

- **Successfully recruited and staffed hundreds of positions**, i.e., professional, exempt, SES, interns, administrative and technical with high quality candidates. Sources and evaluated applicants (using ATS and HRIS), facilitated interviews, and provided hiring managers with best qualified candidates and hiring support.
- **Pioneered the Standard Operating Procedures training curriculum** for the interns and recent graduates program
- **Launched and maintained agency's onboarding portal** to provide an effective and efficient transition for new employees while reducing paperwork and increasing new employee orientation time for pertinent information.
- **Coached and mentored employees and managers** on various employee relations issues leading to improved business relationships and increased productivity.
- **Co-authored sections of the standard operating procedures** for HR Assistants outlining processes for payroll, background checks, leave, benefits, lunch periods, Federal and State policies, FMLA claims, etc. resulting in reduction of processing time and increase in accuracy.
- **Created and maintained automated tracking tools in Excel** used by managers to report data for EEO, Affirmative Action, Veterans, Performance Management, etc.
- **Independently conducted investigative interviews** to verify employee claims, develop facts, and obtain information of EEO complaints, Administrative Grievances, etc. to enforce compliance, cohesiveness and fairness within the organization.
- **Provided guidance and counseling necessary** to advise management and employees on pay and leave administration (FMLA, ADA, FLSA, Leave Donor Program) and all employee benefits.

Volunteer Experience

Career Coach- Dress for Success- Non Profit, Raleigh-Durham, NC **2014-current**

Assist and empower disadvantaged women to achieve economic independence by providing resume creation services, polished interviewing skills and career development tools.

Education:

Meredith College Raleigh, NC

Bachelor's Degree , Economics

Aug 2008

Rebecca Hartigan

919-282-6585

rahartigan@gmail.com

336 Country Club Dr., Durham, NC 27712

Experience

INFORMATION TECHNOLOGY MANAGER, DURHAM COUNTY SOCIAL SERVICES, DURHAM, NC 2016-PRESENT

- Prepare a comprehensive monthly data report for the County Board of Social Services representing data from all divisions of the agency
- Produce social services data measures for the Durham County Performance Management Model, "Managing For Results" and update on a quarterly basis
- Engage and facilitate projects, data requests, and all information technology needs with executive level leadership staff at Social Services
- Serve as liaison between Social Services and County Information Services and Technology
- Participate in the Data Governance and Mobile Device Management Workgroups for NCFAST
- Analyze business processes for different divisions and provide technical solutions as appropriate to improve practices
- Manage the operations of Social Services Information Technology needs including the supervision of staff responsible for supporting the agency

DATA ANALYST/TRAINER, DURHAM COUNTY SHERIFF'S OFFICE, DURHAM, NC 2007-2016

- Wrote and developed over 500 crystal reports using different databases and database connections
- Serve as liaison between the Sheriff's Office and the primary public safety software vendors, VisionAir/Tritech
- Manage data and data quality within the Tritech software applications and function as data expert for public safety and criminal justice data within the Sheriff's Office
- Engage and facilitate projects, training, data requests, and software needs with executive level command staff members of the Sheriff's Office
- Coordinate software upgrades, bug repairs, training, and new implementations within the Tritech systems
- Trained several hundred users in different software applications
- Manage over 50 crystal report jobs in a BusinessObjects Central Management Console running daily, weekly, and monthly
- Analyze business processes for different divisions and provide technical solutions as appropriate to improve practices
- Implemented new projects and new applications such as IAPro/BlueTeam, Permitium as well as electronic incident reporting at the Detention Facility for over 130 users.

RESEARCH ASSOCIATE, VIA EVALUATION, BUFFALO, NY 2006-2007

- Performed statistical analyses, organized data management structures, and created databases
- Wrote technical reports and performed site visits and evaluations

TOWN PLANNER, TOWN OF FRANKLIN, FRANKLIN, NC 2004-2006

- First professional planner for the Town of Franklin worked to coordinate re-entry into the North Carolina Main Street Program
- Served as staff member for the Planning Board and Board of Adjustment and performed a variety of planning duties including re-zoning petitions and public presentations

RESEARCH ASSOCIATE, HORIZON RESEARCH INC. CHAPEL HILL, NC 2002-2004

- Performed statistical analyses, organized and analyzed qualitative data and created databases
- Trained employees in the use of qualitative software, wrote technical reports, and performed interviews

Education

University of North Carolina at Greensboro, Greensboro, NC – B.A. Anthropology/Geography 2002

Software/Skills

MS SQL Server, SAP Business Objects (CSDW), SAP Crystal Reports Client and Server, Laserfiche, ArcGIS, MS Office, SPSS, Tritech Inform Public Safety Suite, IBM i2 Analyst Notebook, IBM i2 iBase

Computer and software training, data analysis, business and workflow analysis, report writing, data mining, meeting coordination, public assistance, consensus building, quantitative and qualitative research, editing tabular and other structured databases, database creation, survey creation, and technical writing

Professional Development/Training/Awards

- General Instructor Certificate, Criminal Justice Education and Training Standards Commission
- Lecturer at International TriCON events, annual training conference for Tritech software
- Laserfiche Specialist Certificate
- Durham County Sheriff's Office Civilian Employee of the Year, 2009
- Durham County Leadership Academy Graduate, 2016

Renee Jaramillo, MStat
5920 Westcreek Place, Raleigh, NC 27606
919-827-2923, rrj5000@yahoo.com

Experience Summary

20 years experience analyzing epidemiological, clinical, and environmental studies in support of pharmaceutical clients, NIEHS, and EPA.

SAS Competencies

SAS/Base – DATA step, Macros, DO loops, SQL joins, PROC REPORT, date/time variables and formats
SAS/STAT and SUDAAN PROCS – MEANS, CROSSTAB, REG, LOGISTIC, GLMSELECT, SURVEYxxx,
SAS/GRAPH – custom graphs, charts, and maps
SAS/GIS – geocode to lat/long from zipcodes and census tracts

Professional Experience

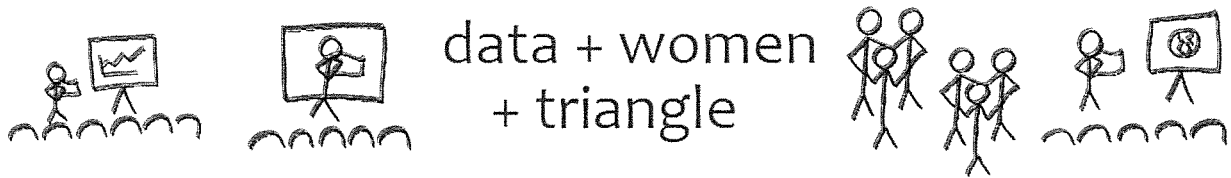
- SimulStat, 2015 – present
Senior Epidemiology Programmer
Conduct analysis for pharmaco-epidemiology studies. Use Big Data technology such as Hadoop and Common Data Models to access various medical claims databases to study medication use, comorbidities, and potential adverse events in the population.

- Social and Scientific Systems, 2007 – 2015
Statistical Analyst / SAS Programmer
Lead analyst supporting the NIEHS Director of Intermural Research in all aspects of analyzing the NHANES (National Health and Nutrition Examination Survey) Allergen Component and the NSLAH (National Survey of Lead and Allergens in the Home) study to examine relationships between dust exposures in the home, allergic sensitization, and respiratory outcomes. Responsibilities included:
 - Help clients write Statistical Analysis Plans and refine hypothesis for analysis of epidemiological studies.
 - Data management activities - download public data from CDC website, map questions to variable names, read all data and lab documentation, build analysis datasets, link questionnaire and lab datasets based on key variables, and create derived variables.
 - Perform statistical analysis including: summary statistics, bivariate analysis, chi-square tests, and logistic regression.
 - Create table shells and graphs for client approval to include in manuscripts.
 - Track all client requests and modifications to the Statistical Analysis Plan.
 - Assist with manuscript development and help clients respond to reviewer comments.

- Constella, 2003 – 2007
GIS Analyst / SAS Programmer
Provided statistical analysis and programming support for environmental studies conducted by EPA's National Exposure Research Laboratory. Received output from simulated atmospheric models and compared against data from air quality collection networks to calculate model bias for various air quality measures. Aggregated daily and weekly readings to seasonal and annual totals. Used GIS software to perform inverse distance weighting calculations and show spatial distributions.

Education

North Carolina State University, Raleigh, NC, Graduate Certificate, Geographic Information Systems, 2007
North Carolina State University, Raleigh, NC, M.Stat, Statistics, 1995
Rice University, Houston, TX, B.A., Statistics and Mathematical Sciences, 1992



Substitute Resume for Future Fair 2017

Your Name as it appears on LinkedIn

Rosanna Garcia, PhD

Your Email Address

rosanna.garcia@vigilent.com

Your Title

Your Company

Vigilent

Your First Degree, Area of Study, and Year

PhD Marketing

Your Last Degree, Area of Study, and Year

Summary

- A highly accomplished and driven business professional with over 20 years' extensive experience in and solid understanding of a diverse range of business management and consulting, including marketing analysis, sales and marketing, team-building, strategic partnering, and quality assurance.
- Experience in project managing all phases of SDLC (software development life cycle). Experience in a fast-paced environment with multiple priority shifts. Demonstrated years of experience and ability in effectively communicating with the client and gather requirement details.
- Leverages broad-based knowledge and expertise in reengineering concepts and tools to reengineer and improve processes to increase business efficiency and quality. Solid business acumen, stellar organizational, problem-solving, and **relationship-building capabilities; recognized for teaming effectively across department lines to meet project deadlines and deliver sound business solutions.**

Proficiencies and Skills

Business Analysis
Continuous Improvement
Project & Team Management
Statistical Analysis

KPI Monitoring & Reporting
Predictive Modeling
Database Management
Benchmarking

Predictive Analytics
Global Collaboration
Data Warehousing
Workforce Analysis

Professional Experience

RegEd, Morrisville, NC
Technical Business Analyst

Nov 2016 -

As a Senior Consultant using technology and business acumen to support reports migration from legacy systems to new Postgres solution.

- Developing and implementing the vision for a world class Enterprise BI and analytics solution
- Leading the charge for an enterprise master data management (MDM) program; focusing on end-to-end processing
- Supporting an in-depth enterprise data architecture upgrade.
- Supported organization's agile development through agile requirements analysis, design, development
- Champion the effort for modernization and implementation of Enterprise Data Warehouse, and lead the effort of delivering top BI and reporting solution and Self-Service BI platform
- Conducting requirements discovery and design sessions with client and team members and create analysis deliverables.
- Acts as leader and a subject matter expert in the area of BI and analytics strategy
- Developing and managing decision solution organization supporting enterprise data warehouses, business intelligence reporting, master data and advanced analytics
- Work closely with the key client stakeholders to ensure alignment of business and functional objectives with the technology solution

Cisco, Morrisville, NC
Business Operations Manager & Data Guru

Oct 2015 – Oct 2016

Business Operations Manager performing process mapping and documentation, project management and continuous improvement for US and Canada Payroll.

- Supported strategic planning activities, including portfolio analysis, long-range and annual planning, and quarterly business reviews.
 - Worked with cross-functional stakeholders to develop strategic frameworks on initiatives to facilitate decision making and provided analysis driven recommendations on the go-forward actions.
 - Program managed special projects to direct and ensure the outcome of those projects. This includes defining priorities, scope, success criteria, program schedules, risk management plans and issue resolution plans.
 - Developed and managed key business metrics with focus on operational excellence.
 - Managed complex software releases through all phases of software development life cycle (SDLC) including requirements analysis, design, development, testing, deployment, and ongoing customer support.
 - Business Intelligence tools acumen demonstrated through experience with negotiating, design and implementation.
 - Reported progress through agreed upon reporting mechanisms.
 - Designed, constructed, deployed, and tested standard reports, dashboards, and data visualizations from MS Excel database
-

Bank of America, Charlotte, NC
Sr. IT Business Analyst

Jul 2015 – Oct 2015

Sr. IT Business Analyst performing system creation, process mapping and documentation for RBAC short-term project.

- Worked on Role Based Access Control (RBAC) adoption efforts for enterprise-wide initiative. Developed and identified Access Management strategies, architectures, and implementation plans.
- Identified ways to increase efficiency and effectiveness of work performed and resources utilized.
- Developed RBAC Engagement model to streamline process and deliver metrics based framework for adoption efforts.

AT&T, Durham, NC
Business Analyst/ Project Manager

Jun 2014 – Apr 2015

Sr. Business Analyst performing documentation, process mapping, and project management for Technology Efforts Planning. Project management for implementations of Express Ticketing (SaaS cloud-based enterprise management system), Root Cause Analysis module and User Experience.

- Provided analysis of processes and data relevant to assigned department, including technical analysis that may impact present and future performance.
- Conducted regular multi-site, cross-functional meetings to sort out ongoing development, testing, and customer issues for multiple software releases. Took the initiative to address and improve existing platform regression during these meetings.
- Provided reporting solutions and data analysis that may identify business trends and results.
- Utilized data analysis to explain issues and implications, recommend workflow and workflow process improvements.
- Evaluated and analyze data gathered from multiple sources, providing proposal to enable executive decision making.
- Developed, interpret, and implement concepts as assigned. Exchange information requiring some interpretation and/or persuasion to ensure proper action. Applies tact to discuss problems, deliver reports or make recommendations.
- Worked with business units to accomplish objectives, as assigned. Work on assignments of defined scope using judgment and initiative within.
- Effectively managed multiple projects.

Fidelity Investments, Durham, NC
Sr. Analyst/ Developer

Sep 2013 – Mar 2014

Senior Analyst for Windows7 Migration Project. Contracted to develop database, dashboards and perform complex technical and functional analysis.

- Conducted detailed requirement gathering, and impact analysis through working with internal (team) and external (various departments) stakeholders, business users, and executives to understand the workflow processes, usage of information, and proposed IT solutions.
- Documented detailed business and functional requirements as well as enhancement details.
- Created business flows in Visio to articulate workflow visually.
- Responsible for conflict resolution regarding multiple design requests from various stakeholders.
- Designed applications in multiple platforms and completed analysis on major projects
- Built user interfaces/GUIs for existing databases.
- Analyzed results to identify trends, issues and propose corrective actions.
- Consolidated data from CSV and flat files using Access Query, complex lookup and text formulas of Excel
- Provided input regarding appropriate technological solutions for client challenges.
- PowerPoint reporting with nested tables for executive team.
- Provided information in terms clients can understand; educate clients on technical issues, and the benefits or disadvantages to various tools and alternative approaches to solve their problems.
- Helped other analysts increase their capabilities and maximize their potential through collaboration and mentoring.
- Prepared query from Oracle SQL Query and download result of queries to Excel and Access for addition analysis
- **KEY ACHIEVEMENT:** Designed and developed metrics database and lead migration of reporting tools.

AccessCare, Morrisville, NC
Sr. Business Analyst

Feb 2013 – May 2013

Worked with Medical community, Central Office Staff, Network Health Care Providers across North Carolina.

- Liaison between business areas, clinical teams, and development team
- Focal resource for data, the data sources, data definitions, software, user features and capabilities for the IC web-based applications.
- Informatics Center (IC) account management and assure that additional functions related to IC outreach, education, and user support.
- Negotiated and provided influence for requirements priorities.
- Managed user acceptance testing (UAT) efforts with the medical community
- Provided expertise to various business units to understand enterprise data content, definitions and usage.
- Gathered requirements, designed, and developed custom database.
- Provided accurate and timely IC system access and support, data and analysis.

- Educated and trained hospitals, primary care physicians, and field on best utilization of IC applications and reports. Worked with HIPAA Privacy Officer to maintain compliance.
- Built competitive products from both existing ideas and new ideas based on marketplace monitoring.
- Environment: Database administration, programming and analysis , MS Office Suite, Access, Crystal Reports
- **KEY ACHIEVEMENT:** Developed Clinical Data Management System

Independent Consulting

2011 – 2013

Business Analyst, Data Management, Project Manager, Crystal Reports Developer

- Clients included Quanta Technologies, GlaxoSmithKline, IBM, local small businesses and nonprofits.
- Supported Quanta Technologies as Crystal Reports Developer by maintenance, creation and administering SQL Queries for Crystal Reports (Business Objects) for financial/business reporting. Gathering requirements and documenting the system logic. Executed SQL queries on relational databases to create daily reports. Environment: SQL, Crystal Reports, Data Warehousing, advanced Excel (nested formulas, if statements, macros),
- Assisted several nonprofits by creating a client database program for client data management. Developed and facilitated a series of onsite training activities for and programs to help develop team's awareness of current applications and how to effectively utilize them. Provided technical customer support, including first and second level network troubleshooting to the team. Environment: Access, Excel, Visio
- As the Quality Assurance Programmer with GlaxoSmithKline (GSK) in the area of Clinical Data Management. Liaison with clinical SMEs to develop the database structure and the data entry applications. Implemented data entry applications, and conducted data cleaning preparation. Data and reporting based on QA systems and key reporting metrics. Environment: Excel, Crystal Reports and Proprietary web-based tools.
- Worked with Go Artistic Catering to develop business processes and system solutions as well as marketing (branding, development and design works (social media, newsletters, etc.), business planning and research, contract negotiation, vendor interviews and development of client database. Environment: Excel, Access, Brio, Crystal Reports, Visio, PowerPoint

Tekelec, Morrisville, NC

2007-2011

Business Analyst/Project Manager, Mar 2008 – May 2011

Data Analyst, Jan 2007 – Dec 2007

IBM, Research Triangle Park, NC, Senior Business Analyst/ Data Analyst

2001 – 2007

Technical Skills

Databases: Oracle, MS Access, SQL • GUI/Tools: MS Office (Access, Word, Excel, PowerPoint), MS Project, Visio, SharePoint, Hyperion, Cognos, Business Objects • Industry Standards: HIPAA, Agile, Six Sigma

Education

M.S., Master of Information Systems Management

University of Phoenix, Phoenix, Arizona, completed coursework

B.S., Business Management and Accounting

National-Louis University, Wheeling, Illinois

Specialized Coursework:

Data Science • Elementary SQL • Advanced Excel • Scrum (Agile) • Oracle DBA Training • Information Technology (Graduate Courses) • Database Administration • Project Management • Nonprofit Management Training • Performance Management • Workforce Analytics

Organizations/Activities

Board Member, Arts Together

2014 – Present

Volunteer, IT Disaster Resource Center

2012 – Present

