

William A. Baker

Harrisburg, PA – 1711 – baker1571@gmail.com – 419-305-3807

LinkedIn: www.linkedin.com/in/William-A-Baker/



Overview

Data Analyst with 3 years of experience managing data systems, designing dashboards, and delivering actionable insights across global teams. Skilled in SQL, Python, Excel, and data modeling with a strong foundation in cross-functional project leadership, stakeholder reporting, and system documentation. Proven success in process improvement, data storytelling, and operational oversight in structured, compliance-driven environments. Experienced in education, multilingual communication, and technical training.

Skills

Data Analysis & Tools

SQL • Excel • Python • JavaScript
BigQuery • Google Data Studio
Dashboard Design
Data Modeling

Operational Skills

KPI Definition & Metrics Tracking
Data Quality Auditing
Process Governance
Workflow Automation

Language & Communication

Multilingual (EN, DE, RU, JA, ZH)
Stakeholder Reporting
Team Leadership & Training
Data Presentation / Public Speaking

Experience

GOOGLE / YOUTUBE VIA VACO, Walnut Creek, CA (Remote).....2022-present

Technical Operations Lead

- Developed and maintained complex **data systems** for a \$30M YoY content moderation program with 250+ contributors and 24/7 support across global time zones.
- Created and maintained **internal spreadsheet/database applications and BI dashboards** (Chrome Extensions, dashboards) using JavaScript, Google Apps Script, SQL, HTML/CSS.
- Provided actionable insights on utilization, turnaround time (TAT), and average handling time (AHT), delivering weekly insights to technical and business stakeholders.
- Worked with cross-functional teams (technical, QA, and leadership) to improve business continuity, create **process governance models**, and align workflow changes with evolving company goals.
- Developed data visualization tools to improve operational efficiency and communicated insights to leadership and shareholders.

PRODUCTIVE PLAYHOUSE, Columbus, OH.....2022

Language Transcriber (German)

- Applied consistent transcription within client style guide while adhering to strict clean-room protocols.
- Provided feedback on tool improvements, annotation processes, and error trends.

UNIVERSITY OF KENTUCKY, Lexington, KY.....2021-22

Language Instructor (German)

- Cultivated strong communication and leadership skills, leading multiple daily 55-min presentations and guiding 100+ students yearly, collaborating with faculty and administrators to drive student success.
- Designed and delivered targeted instructional programs to diverse learners.

Education

Ph.D., German Studies, Ohio State University.....2021
MA, German Studies, Ohio State University.....2015
BA, German / Linguistics, Ohio State University.....2013
BA, Russian, Ohio State University.....2013