

# CHRISTINE BAXTER

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## BUSINESS INTELLIGENCE ENGINEER APPRENTICE

Accomplished and enthusiastic professional, looking to bring my passion, education, and experience together to help businesses leverage data for strategic decisions and competitive advantage to the Business Intelligence field. Initiative-taking, collaborator who quickly adapts to change and is committed to high quality work. Excellent communication skills and the ability to work well under pressure.

- 10+ years of experience collaborating with Executive Leaders, management, IT, users, clients, vendors, and Regulatory Agencies within the pharmaceutical industry. Career began at a Pharmaceutical company and later transitioned to a Contract Research Organization (CRO) serving pharmaceutical companies.
- Hard Skills (learned through education and/or on-the-job training)
  - Extensive MS Excel experience gained through managing and leading projects as well as additional experience gained through coursework needed for Business Analytics I and II such as configuring a large data set, importing, cleaning, and converting data, table analysis, pivot tables, or *What if* analysis.
  - Created several Power BI dashboards and a variety of data visualizations using various data sources (i.e., Excel, Salesforce, SQL database). Imported and modeled data within Power BI, creating aggregated columns using DAX and non-coding application tools.
  - Writing and implementation of SQL statements including joins, group by, having, and order by clauses as well as use of aliases to reduce repeating code and presenting cleaner, more readable code.
  - Installed and had exposure to an open source analytic environment through the use of R language, R packages, and R GUIs such as Rattle within the Business Analytics II coursework. This was used for numerical, visual, and correlational summarizations as well as transforming data for different analytical situations.
  - Exposed to the data mining process, exploratory data analysis, profiling and predictive modeling as well as decision trees, customer life cycle, and customer survival/market basket analysis through reading assignments, discussions, lab work, and producing summaries of findings and recommendations.
- Soft/Transferable Skills
  - Diplomatic and tactful, motivated and meticulous with a talent for quickly mastering technology – liaison between users, management, clients, and IT department. (Teamwork and communication skills)
  - Analyzing problematic areas to provide recommendations and solutions, streamlining key processes for entire department by implementing method to improve efficiency. (Business process creation, efficiency, and automation)
  - Troubleshooting issues by understanding issue, diagnosing root cause and coming up with effective solutions. (Critical thinking, decision making, and problem solving)
  - Prioritizing projects and project tasks depending upon key milestones and deadline dates. (Multitasking and time management)
- Big Data and Analytics Graduate Certificate, Foundation of Leadership Certificate, and Lean Six Sigma White and Yellow Belt Certificates provide a solid foundation for apprenticeship.

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## AREAS OF EXPERTISE

MS EXCEL | MS PROJECT | MS POWERPOINT | MS POWER BI | TABLEAU | DATA VISUALIZATIONS | SQL | R  
MS SHAREPOINT | HTML5 | JAVASCRIPT | NODE.JS | EXPRESS.JS | CSS | WEB/SERVER APIS  
MULTITASKING | TEAMWORK | TIME MANAGEMENT | COMMUNICATION SKILLS | CRITICAL THINKING  
PROBLEM SOLVING | ANALYTICAL SKILLS | CONCEPTUAL SKILLS | BUSINESS PROCESS CREATION/AUTOMATION  
PROJECT LEAD | PROJECT MANAGEMENT | UNDERSTANDING AND LEVERAGING TECHNOLOGY

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## EDUCATION

**Keller School of Management, DeVry University**  
MBA, Business Intelligence & Analytics Management  
(2020 - Current)

### RELEVANT COURSEWORK

BUSINESS ANALYTICS I | BUSINESS ANALYTICS II | INNOVATION THROUGH TECHNOLOGY  
DEVELOPING AND MANAGING DATABASES FOR BUSINESS | APPLIED MANAGERIAL STATISTICS

**DeVry University, Kansas City MO**  
BS, Computer Information Systems

**Keller School of Management, DeVry University**  
Graduate Certificate, Big Data & Analytics  
(2021)

**The National Society of Leadership and Success, Online Chapter**  
Certificate, Foundations of Leadership  
(2021)

**Cardinal Health, Overland Park KS**  
Certificate, Lean Six Sigma Yellow Belt  
(2020)

**Cardinal Health, Overland Park KS**  
Certificate, Lean Six Sigma White Belt  
(2019)

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## PROFESSIONAL EXPERIENCE

**Amazon Fulfillment MCI7, New Century KS**  
**FULFILLMENT CENTER ASSOCIATE**

**2022 to Present**

Manually transport warehouse materials weighing up to 50 pounds, maintaining stamina while standing, sitting, bending, and walking for extended periods of time. Work with teammates for transporting warehouse materials weighing over 50 pounds and under 100 pounds. Using appropriately sized boxes to pack products with care, minimizing shifting and damage during transport. Marking packages with identification tags and labels to outline information such as storage locations. Maintaining tidy and clean work areas to promote optimal productivity and safety standards.

**Baxter's LLC, Linwood KS**  
**OWNER/MANAGING MEMBER**

**2020 to Present**

Baxter's LLC is a multifaceted business covering professional consulting services, landscaping/loader work, one-of-a-kind bright and colorful artwork, and across the board motorcycle repair/maintenance. The two principal areas of expertise and focus for Baxter's LLC are professional consulting services and landscaping/loader work. The company provides cost-effective, quality workmanship to ensure customer satisfaction.

- Expanding cross-functional organizational capacity by collaborating across departments on priorities, functions and common goals.
- Supervising labor costs and departmental expenses to remain in line with budget.
- Enhancing operational efficiency and productivity by managing budgets, accounts and costs.
- Establishing foundational processes for business operations.
- Conducting target market research to discover customer needs and analyze competitor trends
- Maintaining up-to-date administrative records to monitor operational conditions.
- Reconciling daily sales, returns and financial reports in QuickBooks.
- Consulting with customers to assess needs and propose optimal solutions.

**Cardinal Health Regulatory Sciences, Overland Park KS**  
**SENIOR CONSULTANT, BUSINESS TECHNOLOGY**

**2017 to 2020**

Transferred from publishing department to Business Technology group and promoted to Senior Consultant. This new position enabled me to apply my extensive operations and technology experience to the entire Regulatory Services business unit versus just focusing on the Publishing department which was now 25 team members strong with an overseas office location.

- Utilized Power platform, produced back-end automation for project status/tracking tasks on a digitization project where over 100,000 paper records were converted into electronically-compliant files. Use of MS Planner, MS Power Automate, and MS Power BI enabled a team of 10 to 15 users to easily pick up and put down work, get questions answered, and avoid work duplication. These tools enabled me, as project leader, to have real-time updates of the project and efficiently communicate status to management.
- Participated in specialized projects (i.e., Power BI Metrics Visualizations/Dashboards). Reviewed and analyzed presentation material from General Manager to understand data visualizations needed, located data sources, used Power BI with a variety of data sources, created various charts, graphs, and pie charts that added content to General Manager's presentation deck which ended up being shared with corporate and business unit leaders. Exciting opportunity that provided a chance to combine and view data spread throughout the organization.
- Lead and managed platform upgrade and validation projects. Analyzed vendor release notes providing impact analysis related to department systems/processes, engaged upper management for larger projects, coordinated and managed work among cross-functional teams ranging in size from 3 to 15 members, monitored project budget, and strategized/implemented resolution of any unexpected issues. Production downtime was minimized, software program was thoroughly tested and configured, appropriate computer system validation documentation was available for client/Regulatory Agency/internal audits, and no client deadlines were missed due to software upgrades.
- Troubleshoot issues by understanding issue, diagnosing root cause and coming up with effective solutions.
- Prioritized projects and project tasks depending upon key milestones and deadline dates.
- System and application administrator handling software program security, back-end configurations, maintenance, and integrating department standards into user workflow
- Change Adoption Champion, drove user adoption of Office 365 technologies (i.e., MS Teams, Planner).

**Cardinal Health Regulatory Sciences, Overland Park KS**  
**MANAGER**

**2009 to 2017**

Promoted to Manager. Electronic publishing services department continued expanding and grew to fifteen team members. Computer System Validation guidelines were followed and implemented for a more updated, robust software program.

- Lead and managed platform upgrade and validation projects, receiving 'High Impact Award' in 2016 for successfully leading and implementing electronic Regulatory Publishing software validation effort.
- Amongst 30,000+ employees, received 'Inspiration Award' in 2011 for positive, can-do contagious attitude, commitment, high quality work, and sharing of knowledge. Nominated by our business unit's Executive Leader team, award was presented at National Sales Meeting.
- Client contact and interaction for project management and operational execution. Selected by upper management to travel to high profile client's site and provided specialized assistance with an important project under very tight deadlines. Project required close and active collaboration with my manager, the client's existing project team, and upper management. Client met target completion date with no technical issues encountered by the regulatory body and their application received approval by Regulatory Agency in 12 months.
- Subject matter expert, troubleshooting, and advisor to team members/clients for complex projects. Provided electronic Regulatory publishing and troubleshooting support for high profile project with external client, earning trust and respect of client's software program administrator and acquired administrator access to their system, implementing software program configurations while transferring knowledge onto client software administrator.
- Contributed to business development activities and cost estimates for client proposals.
- Prepared and presented training programs for internal staff.

**Cardinal Health Regulatory Sciences (formerly Beckloff Associates), Overland Park KS****2005 to 2009****DOCUMENT PUBLISHING MANAGER**

Small to medium-sized company with a main focus on Chemistry, Manufacturing, and Controls activities related to drug applications branching into clinical, non-clinical, and Regulatory Affairs. In this role, my goal was to assist hiring manager in building out electronic publishing capabilities. Department started as one person and grew to ten team members. Electronic publishing software program was selected, validated, and implemented. Customer base grew and service offerings expanded.

- Exceed goals through effective task prioritization and great work ethic.
- Proved successful working within tight deadlines and fast-paced atmosphere.
- Participated in continuous improvement by generating suggestions, engaging in problem-solving activities to support teamwork.
- Resolved problems, improved operations, and provided exceptional service.
- Demonstrated respect, friendliness, and willingness to help wherever needed.