# CAROLYN E. YOUNG

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**PROJECT MANAGEMENT PROFESSIONAL | DATA ANALYSIS | ITIL |   
BUSINESS ANALYSIS**

April 21, 2021

Human Resources

Gwinnett County Public Schools

437 Old Peachtree Road, N.W.

Suwanee, GA

Dear Hiring Manager,

I would like to express my interest in the Senior Programmer Analyst, Enterprise Analytics in the Office of Data Governance, and the opportunity to apply my expertise in the industry. When reviewing the job description, I was thrilled to discover how well my experience aligns with your needs and requirements. I was drawn to apply because, from reviewing your company’s website, I feel your core mission and culture suit what I offer professionally.

In each role I have held, performance goals were exceeded, and significant revenue gains were made. I have developed a portfolio of skills, abilities, and instincts that drive me to excel in managing and developing relationships with key stakeholders and customers. A significant skill of mine is applying systems thinking to support organizational success by going above and beyond to achieve goals. Abilities applicable to this role comprise of strategic thinking and planning, data analytics, gathering and documenting business requirements, utilizing business intelligence to design reports and dashboard reporting, project planning and execution, managing multiple priorities, and handling confidential information.

It is for these reasons that I believe I am the perfect candidate for the position at your organization. In assessing my qualifications, please consider the following:

**Project Management:** Participated in the development of project plans, operating plans, and supporting budgets: determining scope, methods, and resource requirements and schedules for projects. Developed framework and manages the tracking of interdependencies within or across projects. Accountable for the coordination of collection and validation of business requirements. Determined the impact of current/existing technologies on the project. Worked on assignments of diverse and complex scope. Implements solutions leveraging any of the management consulting capability pillars, including organization design and mission support optimization, process improvement, performance management, strategy development and transformation, change management, IT strategy, and business architecture.

**Data Management and Business Intelligence:** Skilled in building reports, visualizations, and dashboards to tell a story using the data presented. Knowledgeable to connect to multiple data sources using automation techniques. Exercise sound judgment in

**IT Management:** Participates and works with internal/external IT Teams. Develops and updates project plans that include work breakdown structures, project objectives, technologies, systems, specifications, schedules, funding, and staffing. Supported the Customer’s annual exercises, planned monthly relocations, and unplanned real-world events. Coordinated and participated in installation and renovation projects and prepared status reports on system checks, relocation preparation, and relocation.

**Leadership & Management:** Researched and investigated the new and improved business and management practices for application to agency programs or operations. Served as an internal consultant to business leaders and work with stakeholders to evaluate business challenges, identified opportunities for influencing and implementing change initiatives, and builds ongoing support for talent solutions that meet the changing needs of the business.

**Relationship Management:** Established strong customer relationships and worked with business development teams to expand awareness of the contract portfolio and to increase proposal win/loss ratio. A proven strategist capable of increasing revenues by establishing distribution channels.

As described in the Senior Programmer Analyst position, I would enjoy all the responsibilities within the position, and I feel that I can make a direct contribution to your organization. Thank you for your time and consideration. I look forward to hearing from you soon.

**Respectfully Submitted,**

**Carolyn. E. Young**