| **Objective** |
| --- |

I am seeking a competitive and challenging work environment where I can continue to grow my career in analytics. I am looking to apply my knowledge and grow my skill sets in finance and analysis.

| **Work Experience** |
| --- |

**Iterable | Business Analyst | May 2022 – Present**

* Partnered with BI team to develop a data model to backfill account data in Snowflake from multiple sources throughout the organization.
* Rebuilt various dashboards and queries within Sisense to increase visibility and efficiency.
* Worked with stakeholders to report and operationalize key performance metrics, developing reporting tools and company-wide dashboards to help drive insights and action
* Integrated small scale Python functions to enhance data conversion.
* Analyzed product usage data for Customer Success, Professional Services, and Support organizations.

**Bamboo Health | Customer Success Data Analyst | September 2021 – May 2022**

* Developed a detailed system for ad hoc reporting and sprints within Jira for enhanced tracking.
* Reconstructed Customer Success organizations client side reporting and queries within Tableau which lead to an increase in customer satisfaction scores.
* Partnered with the Data Analytics & Science team on monetizing popular reports and transitioning them from Tableau to Looker.
* Developed and created new dashboards for various groups within the organization such as: Sales, Customer Success, Support, and C-Suite.
* Trained new hires on both SQL and Tableau best practices.

**Ruggable | Operations Analyst | April 2021 – September 2021**

* Responsible for generating new reporting and analysis that is centered on improving manufacturing efficiencies and cost per unit.
* Manage daily, weekly, monthly, and quarterly reporting to ensure the company is attaining target growth metrics.
* Lead in discovery of automating reports using JavaScript to ensure efficient reporting of company performance.
* Work closely with executive team members and key stakeholders to oversee the creation and upkeep of the Operations Profit & Loss statement.
* Develop Looks and Dashboards in Looker to provide data graphics and visualization for reporting decks.
* Conduct team meetings with executive team members and key stakeholders to present metrics and recommendations based on company strategy.
* Point of contact for company wide ad hoc reporting.

**Happy Money | Business Operations Analyst | May 2019 – April 2021**

* Responsible for the analysis of loan origination and servicing reports related to operations and loan maintenance on an ad hoc, daily, and monthly basis
* Investigated and identified issues as they arose and worked with internal departments to identify the root cause
* Designated as lead analyst to identify issues within reporting logic during shift of servicing system to Salesforce
* Utilized Excel to generate, analyze, and validate reports daily
* Coordinated projects dealing with software implementation and new processes between internal departments such as Product, Accounting and Finance, and Member Experience
* Integrated SQL and Python into daily and monthly processes
* Set as a point of contact for external vendors dealing with payments, issues, and report authenticity
* Validated monthly reports to ensure the remittance of funds between Happy Money and vendors

**PNC | Collateral Analyst | December 2017 – May 2019**

* Regularly reviewed and analyzed borrower-supplied reports, field exams, loan documentation, and financial statements for varied and complex borrowers
* Analyzed and reconciled varied and complex transactions in accordance with established policies and procedures
* Partnered with key stakeholders to route communications, documents, or other action items to complete transactions
* Supported training and onboarding of new employees and junior team members
* Verified work processes to ensure completeness, accuracy, and conformance to established service level

| **Education** |
| --- |

**University of La Verne** | **La Verne, CA | January 2018 – December 2020**

*M.B.A Concentration in Finance*

**California State University, San Bernardino** | **San Bernardino, CA | August 2014 – December 2016**

*Bachelor of Business Administration (B.B.A.) Concentration in Entrepreneurship/Entrepreneurial Studies*

**Orange Coast College** | **Costa Mesa, CA | January 2011 – June 2014**

*Major in Business Administration*

| **Skills** |
| --- |

* Proven track record of managing **data analysis** and **business process improvement** in a **fast pace environment**
* Experienced with **SQL**, **Salesforce, Looker, Tableau**
* Working knowledge of **Python**
* Ability to **adapt** and **prioritize** workload based on **business needs**
* Experienced in **building strong relationships** with key stakeholders across business
* Proficient with Microsoft Office (Word, Excel, PowerPoint)
* Fluent in Arabic; Advanced in Spanish