Emmanuel Elizarraga

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PROFESSIONAL SUMMARY

Business intelligence and emergency manager with 5+ years of experience translating complex data into strategic insights that shape policy, reduce risk, and improved operational performance. Proven record leading statewide evaluations, streamlining compliance efforts, and automating reporting systems, reducing coordination time by 50% and improved KPI accuracy by 40%. Strong communicator and program leader, skilled in Power BI, Tableau, SQL, and analysis methodologies. Known for creating feedback loops across multi-jurisdictional partners, delivering actionable analysis that informs executive decision-making.

WORK EXPERIENCE

Evaluations and Assessment Program Analyst (Business Intelligence Analyst)
Oregon Department of Emergency Management, Salem, Oregon   August 2022 – Present

- Increased KPI accuracy by 40% by identifying +150 AAR analysis findings using a Power BI/SharePoint RACI tracking system across POETE and FEMA Core Capabilities.
- Improved +70 state agencies operational baselines by 25% and compliance by 36% by conducting a Maturity Model Assessment Program using Power BI and partner agency data.
- Automated a change management Continuous Improvement Program from 5+ data sources aligning with 5+ business metrics, improving workflow assignment notification system and reducing coordination by 50%.
- Improved data accuracy by 37% by sending Microsoft Form assessments as the ECC Situation and Documentation Unit Leader to +70 agencies, leading to ECC Situation Reports and multi-jurisdictional Common Operating Picture.
- Worked with 8+ agency sections using required documents, data analysis and quantitative risk assessments, reducing EMAP compliance violations by 25% to drive improvements and accountability, creating FEMA compliance standards..
- Managed Oregon's Continuous Improvement Program, conducting monthly continuous improvement reports to investigate, monitor, and track, to the Executive Directors for decision-making, resulting in 22% of completed actions.
- Led an evaluation team of +15 as the Lead Incident/Exercise Evaluator for a statewide functional exercise, and TTXs, closing operational and communication gaps that aligned with state business needs, creating +10 state response plans.
- Communicated project management methodology with +70 partnering agencies using Agile and Waterfall in Jira, Asana, and Miro, decreasing delays by 20%, implementing corrective actions that completed deliverables.
- Performed program lifecycle using Excel and Qualtrics through Power BI and Tableau dashboards that empowered leadership with actionable insights, leading to a 25% improvement in task completion rates.
- Synthesized data to intelligence from +70 state agencies, 36 counties, and OSINT within ECC Planning Section producing ECC Situation Reports and IAPs to the Governor's Cabinet on threats and trends during emergencies.
- Strategic improvements in ECC Command, Finance, Operations, Planning, and Logistics by a 30% increase in decision-making by developing statewide incident AARs informing ECC staffing models, SOGs, SOPs, ESF and SRF coordination, and data flow using interview data, survey results, and ECC documentation.
- Completed cross-jurisdictional AARs by a 40% increase in partner participation by facilitating discussions across local, state, and federal entities using SMART objectives into continuous improvement reports using engagement strategies.
- Trained over 50 local, tribal, and state emergency managers on assessment best practices through statewide workshops, live technical assistance sessions, and on-call support.

Executive Assistant (Fixed Time - 1 Year)
Oregon Housing and Community Services, Salem, Oregon   July 2021 - July 2022

- Enhanced ARH Director's database management by 50%, streamlining processes and freeing up 20% of their schedule for strategic initiatives through task automation and workflow optimization.

- Resolved inefficiencies for a 13+ member division by revamping schedule management workflows, resulting in a 30% improvement in service quality and client communication processes.
- Leveraged data entry, copyediting, and policy analysis to streamline OHCS operations, improving legislative reporting accuracy by 20% and ensuring alignment with the agency's mission statement.
- Coordinated with stakeholders, including external partners and agency staff, to ensure timely delivery of policy documents and financial reporting while maintaining confidentiality and compliance.
- Provided critical support for Finance Committee meetings by transcribing minutes, managing agendas, and ensuring proper documentation, which improved timeliness and record-keeping efficiency.
- Conducted independent decision-making and process evaluations, introducing Lean principles to enhance workflow efficiency and improve agency goal alignment.

Executive Assistant (Fixed Time - 6 Months)
Oregon State Legislature, Salem, Oregon   January 2021 - June 2021
- Designed 100+ engagement surveys using Qualtrics A/B testing, producing quantitative and qualitative analysis that improved responsiveness by 20% between citizens and elected officials.
- Reduced tracking errors for 200+ legislative actions by over 50% through improved data management techniques.
- Conducted executive research and analysis on 100+ finance bills, facilitating informed policy discussions and enhancing reporting accuracy SaaS platforms like Invintus and CASS, leading to more informed policy discussions.

SKILLS

Languages: English, Spanish

Competencies: Project Management, Data Analysis, Data Visualization, Statistical Analysis, KPI Development, Quantitative and Qualitative Analysis, Data Policy Governance, Process Improvement, Risk and Compliance Management, Business Analysis Intelligence and Reporting, Database Management, Data Collection, Exercise Evaluation, Root Cause Analysis, Customer Relationship, Investigative Research, Technical Writing and Documentation, Vulnerability and Threat Assessment, Change Management, Stakeholder Management, Incident Response, Data Cleaning and Processing, Business Process and Grooming, Strategic Operations, Risk Mitigation, Requirements Gathering and Documentation, Gantt Chart

Technical: Waterfall/Agile Methodologies, MySQL, Excel, Qualtrics, Power BI, Tableau Dashboards, Microsoft Office, ELT, API, A/B Testing, AARs, Jira, GitHub, Miro, Asana, Confluence, Invintus, CASS, OpsCenter, Adobe Acrobat, Google Workspace, Microsoft Suite, AI Prompt Engineering, ChatGPT, Claude AI, RACI, Azure, Snowflake Database, Power Automate, DAX, SaaS, EOC, Incident Command Structure, National Incident Management System

EDUCATION

University of Oregon, School of Arts and Sciences, Eugene, OR   **June 2020**
B.A., in Political Science with a minor in International Relations

CERTIFICATIONS, TRAINING, and ACHIEVEMENTS

Professional Certifications and Technical Training:
- FEMA National Incident Management System: IS-5, IS-13, IS-45, IS-100, IS-120, IS-130, IS-200, IS-230, IS-235, IS-240, IS-241, IS-242, IS-244, IS-393, IS-700, IS-800, IS-1000, IS-1001, IS-1300, IS-2200, G-2300, KT-146 (HSEEP), ICS-300, ICS-400 (US Department of Homeland Security) | **Continuous**
- Google Data Analytics Professional (Google Career Coursera) | **January 2020**
- Google Cyber Security (Google Career Coursera) | **June 2021**
- EMAP Certified (Emergency Management Accreditation Program) | August 2023
- Project Management and Business Analysis Certified (Department of Administrative Services) | January 2024
- Basic Applied Practices Series (Oregon Department of Emergency Management) | April 2025
- All-Hazards Planning Section Chief Course | June 2025