

Hailey Thomas

<https://github.com/haileyrthomas01> | <https://www.linkedin.com/in/haileyrthomas01> | <https://haileyrthomas01.github.io/>

SKILLS

Languages/Tools: SQL, Python, R, Power BI, Tableau, Excel, Oracle SQL Developer

Other: Data Visualization, ETL, Data Modeling, Reporting & Analysis, Project Management, DAX, Data Modeling

Additional: ArcGIS, Microsoft 365, Adobe Creative Suite, Jira, Azure, HTML/CSS/JavaScript, Linux, Command Line

PROJECTS

Mississippi Power Company Customer Outage Summary Dashboard | SQL, Power BI

- Built a dynamic dashboard that demonstrated proficiency in data analytics using Power BI and Oracle SQL Developer that tracked outage KPIs: active customers, restored %, outage events, and restoration timelines.
- Developed custom DAX measures and time-based slicers for real-time performance insights.

Comprehensive Power BI Dashboards Portfolio | SQL, Power BI

- Developed comprehensive Power BI dashboards analyzing diverse datasets to visualize trends, KPIs, and business metrics.
- Applied SQL queries, data transformations, and custom measures to create actionable insights.

Case Study: Analyzing Customer Churn in Excel | Excel, PivotTable, Data Visualization Charts

- Analyzed churn rates for a telecom company; identified patterns through pivot tables and charts to suggest retention strategies.

EMPLOYMENT

IT Specialist

GAC North America – Houston, TX | January 2025 – Present

- Leveraged IT ticketing data from Jira to analyze response trends and optimize service efficiency.
- Maintained documentation systems aligned with compliance metrics, aiding internal data audits.
- Administered Microsoft 365 and Azure environments, ensuring optimal functionality, security, and compliance.
- Proactively monitored and escalated service interruptions and alerts using Sophos for endpoint protection and Qualys for vulnerability management, ensuring swift action to prevent security risks.

Data & Geographical Information Systems (GIS) Analyst Intern

Mississippi Power Company – Gulfport, MS | May 2023 – August 2024

- Utilized Oracle SQL Developer to create queries assigned by management, effectively extracting, and manipulating data.
- Designed Power BI dashboards using SQL assigned queries, providing insightful visualizations for data analysis, and created and refined DAX measures to dynamically respond to date and time slicer selections.
- Published dashboards and verified data accuracy.
- Analyzed data from Microsoft Access files and translated SQL queries to run in Oracle SQL Developer.
- Contributed to ongoing learning and development by actively seeking feedback and asking questions.
- Assisted project teams with research, data collection, and administrative tasks.
- Sought opportunities to learn new skills and tackle challenging tasks.

EDUCATION

B.S. Computer Science – Univ. of Houston – Clear Lake | Houston, TX

Relevant Coursework: Design of Database Systems, Probability and Statistics for Scientists and Engineers, Data Analytics Fundamentals

Organizations: NSBE (APEX Member) Rewriting the Code, AdaMarie Ambassador

CERTIFICATIONS

Microsoft Power BI Data Analyst (Coursera), IBM Introduction to Data Analysis and Excel Basics for Data Analysis

Certificate (Coursera), Girls in Tech – Cisco Networking Academy Data Analytics Essentials Certificate, Codecademy: SQL, Python, and R, Excel Fundamentals Track Certificate – DataCamp