

Hailey Thomas

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EDUCATION

Bachelor of Science, Computer Science

University of Houston – Clear Lake, Houston, TX

Relevant Coursework: Design of Database Systems, Data Structures & Algorithms, Web App Development, Computer Science I & II, Probability and Statistics for Scientists and Engineers, Advanced Data Structures and Algorithms, Data Analytics Fundamentals, Computer Architecture, Computer Forensics

Awards: Joyce Delores Taylor Award, UHCL New Hawk Scholar

Organizations: National Society of Black Engineers (NSBE) – APEx Member & Attended NSBE49, Rewriting the Code – Black Wings Hacks 2024 Hackathon Attendee, AdaMarie Student Ambassador, Blacks in Technology Foundation Member (Houston Chapter)

Associate of Arts, General Studies Summa Cum Laude

Alvin Community College, Alvin, TX

Activities and societies: Phi Theta Kappa Mu Upsilon Chapter (February 2019 – May 2021)

EMPLOYMENT

IT Specialist

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

- Managed and secured Microsoft 365 users across global teams, ensuring smooth and uninterrupted business operations, and preventing disruptions.
- Administered Microsoft 365 and Azure environments, ensuring optimal functionality, security, and compliance.
- Utilized Jira Service Management for efficient ticket logging, categorizing, and assigning of IT support requests, ensuring timely resolution of incidents.
- Performed system administration tasks for the application development and support teams, resolving technical issues and improving overall system performance.
- 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.
- Onboarded and offboarded consultants, ensuring access to IT systems and resources was granted or revoked per ISMS (Information Security Management System) procedures.
- Maintained a centralized repository of approved documents, conducting periodic reviews for accuracy and compliance with internal standards.

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.
- Aided with adding, removing, and updating features on ArcMap using GIS, contributing to accurate and up-to-date mapping. This included daily tracking and completion of over 8,200 work orders, ensuring all were processed accurately and efficiently.
- 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.

CERTIFICATIONS

Microsoft Power BI Data Analyst Coursera Certificate, MIMO SQL Certificate of Achievement, Codecademy Learn SQL Course Certificate, Codecademy Learn R Course Certificate, MIMO HTML Certificate of Achievement, MIMO Python Certificate of Achievement, Codédex the Legend of Python Certificate, Code First Girls - Intro to Data MOOC Certificate, Coursera IBM Introduction to Data Analysis Certificate, Coursera IBM Excel Basics for Data Analysis Certificate

SKILLS

- **Data Analysis:** Data cleaning and preparation, identifying trends and insights from datasets, applying statistical methods to analyze data.
- **Data Visualization:** Creating interactive dashboards and reports using Power BI, designing data visualizations that effectively communicate insights.
- **Microsoft Power BI:** Data modeling, developing and publishing reports, using Power Query for ETL processes, and writing DAX for calculations and measures.
- **IT System Management:** Administering Microsoft 365 and Azure, managing IT service desk operations with Jira Service Management, implementing endpoint protection using Sophos, and ensuring system security with Qualys vulnerability management.
- **Business Intelligence:** Leveraging data to make informed business decisions and translating business requirements into actionable insights.
- **Security and Compliance:** Applying security patches, managing user access, and ensuring compliance with ISMS procedures for onboarding and offboarding users.
- **Project Management:** Organizing and presenting data projects from start to finish, collaborating with teams using data visualization tools.
- **Software:** Microsoft Office365, Google Suite, Eclipse, IDLE, VS Code, ArcMap, Oracle SQL Developer, ArcGIS, RStudio.
- **Programming Languages:** JavaScript, Java, Python, SQL, HTML, CSS, R.

PROJECTS

Comprehensive Power BI Dashboards Portfolio | *SQL, Power BI*

- Developed comprehensive Power BI dashboards analyzing diverse datasets, including Airbnb listings, Prime Video content, data science salaries, Goodreads metrics, IBM HR demographics, Netflix and Olympic stats, TripAdvisor users, video game sales, and Apple Music, Sephora, Fenty Beauty, Spotify, and Rap/Hip-Hop insights. The link to these dashboards is on my portfolio linked above.

Mississippi Power Company Automation Device Count Power BI Dashboard | *SQL, Power BI, Oracle SQL Developer*

- Developed a Power BI Dashboard for Mississippi Power Company, proving ability in data analytics using Power BI and Oracle SQL Developer.
- Optimized power distribution systems by providing insights into Automated Capacitor Banks, Reclosers, Regulators, Fuse Count Switch Gears, Trip Savers, SHN Customer and Feeder Count, MPC & ATT Poles Data, SHN Recloser Count, Feeders on SCADA, Transformer Count, Distribution Substations, and Transformer Bank Count.

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

- Developed a Power BI Dashboard for Mississippi Power Company, demonstrating proficiency in data analytics using Power BI and Oracle SQL Developer and ensured the solution offers contextually appropriate feedback for different selection scenarios, enhancing user experience and reporting accuracy.
- Configured the Outages Dashboard, implementing dynamic Power BI measures to filter and calculate KPIs such as total customers active, percentage restored, total customers experiencing outages, total customers restored, total active events, and total outages.
- Implemented adjustments to accommodate user-selected date ranges and specific hourly intervals for enhanced data analysis and developed a dynamic Power BI measure to display custom titles reflecting user-selected date and time ranges, providing formatted summaries including 'Storm Start Time' and 'Report Time' based on slicer selections.

WebChef Recipe Management Application | *C#, Bootstrap, CSS, HTML, JavaScript, Node.js, Neo4j*

- Created recipe application management system for our Senior Project in CS course that allows users to browse, add, and edit recipes with detailed ingredients and instructions, organize recipes with cookbooks for quick access, create and manage weekly meal plans seamlessly, and create an interactive shopping list and track pantry inventory.