**Katey Harris**  
Phoenix, AZ  
kateyharris9998@gmail.com  
720-394-2443

**Professional Experience**

**Quality Data and Analytics Informatics Specialist**  
*Mayo Clinic, Rochester, MN*  
*July 2022 – Present*

* Utilize analytical, technical, and statistical techniques, quality knowledge, and workflow management skills in data management, governance, and analytics.
* Collaborate with Quality and IT colleagues on decisions involving data collection methods, writing, and archival.
* Apply appropriate statistical methods and develop analytical solutions.
* Act as a liaison between Quality Management Services and other institutional groups.
* Provide system design/build, support, maintenance, and education for data and analytic solutions.
* Support the Quality Reporting & Analytics team in data retrieval, data management, and delivery of business intelligence solutions.
* Work closely with hospital-based outcomes data centered around external ratings and rankings such as US News & World Report, Leapfrog, & CMS.
* **Skills:** Tableau, SQL Server Report Services, Google BigQuery, Vizient CDB, Power BI, EMR data mining, EPIC Workbench Report design.

**Transplant Department Data Analyst**  
*Mayo Clinic, Phoenix, AZ*  
*May 2016 – July 2022*

* Provide graphical dashboards in Tableau, SSRS, and EPIC for analytic interpretation and presentations.
* Query, transform, and load data from multiple sources and formats.
* Educate and orient new users of the transplant data reporting systems.
* Complete transplant regulatory division forms.
* Serve as a subject matter expert in the implementation of Enterprise Transplant Center Patient Management Systems and EPIC Phoenix.
* **Skills:** Tableau, SQL Server Report Services, UNOS Form completion, data warehouse snowflake schema design, EMR data mining, EPIC Phoenix.

**Database Administrator**  
*North Platte Natural Resources District, Scottsbluff, NE*  
*April 2011 – March 2015*

* Design and maintain various databases.
* Plan, install, and configure SQL Server 2012.
* Migrate databases from Access to SQL.
* Integrate ARC GIS, billing, and entity data into SQL.
* **Skills:** MS Access, SQL Server, database design, data management, task automation.

**List Department Operations Manager**  
*Technology Sales Resources Inc, Voorhees, NJ*  
*November 2004 – April 2011*

* Manage sales and marketing prospect lists for B2B sales.
* Design, develop, and manage MS Access databases for data mining and analysis.
* Automate processes for deduplicating contacts and indexing/categorizing proper contacts per job type.
* Integrate subscription CRM list generation databases such as Salesforce and Hoovers.
* **Skills:** MS Access, database design, data mining, CRM integration.

**Legal Department Manager**  
*Bonded Business Services, Boulder, CO*  
*July 2004 – January 2005*

* Manage all pre and post-judgment civil court cases.
* Handle legal department bookkeeping.
* Negotiate and mediate between clients and debtors.
* Reorganize file system and operate FACS (DOS-based operating system).
* **Skills:** Legal case management, bookkeeping, negotiation, FACS.

**Operations Manager**  
*Cash Fast Inc, Longmont, CO*  
*March 1996 – January 2004*

* Manage operations of 5 locations, including daily bookkeeping using QuickBooks.
* Develop and implement policies and procedures.
* Ensure compliance with UCCC laws and requirements.
* Solve customer problems and correct employee errors.
* Hire, supervise, and train all employees.
* Maintain defaulted accounts and manage civil court cases.
* **Skills:** QuickBooks, policy development, compliance, customer service.

**Education**

**Bachelor of Science in Applied Business Analytics**  
*Grand Canyon University*  
*August 2024 – March 2027*

**Tableau Desktop Certification**  
*Loyalist Tableau, Phoenix, AZ*  
*January 2020*

**Data Visualization and Analytic Certification**  
*University of Minnesota, Minneapolis, MN*  
*October 2021 – April 2022*

**SQL Server 2012 Developing Certification**  
*ONLC Training, Denver, CO*  
*January 2013 – August 2013*

**Associates of Science (Computer Information Systems)**  
*Aims Community College, Longmont, CO*  
*January 2007 – December 2010*

**Network Analyst Certificate**  
*Aims Community College, Longmont, CO*  
*January 2007 – December 2007*

**Visual Basic Programming Certificate**  
*Aims Community College, Longmont, CO*  
*January 2009 – June 2009*

**Database Administrator Certificate**  
*Aims Community College, Longmont, CO*  
*July 2009 – December 2009*

**Skills**

* Tableau
* SQL Server
* SQL (T-SQL, Impala, Google BigQuery, DB2)
* Python
* Power BI
* MS Access
* EPIC
* Data Mining
* Compliance Training
* Customer Service
* Database Design and Management