

Data Analyst Professional with over four years of experience in streamlining data processes, managing open enrollment projects, and implementing automation solutions within the insurance and benefits sector. Proficient in SQL, and advanced Excel, with a proven ability to streamline data processes and enhance operational efficiency. Expertise in data visualization, creating impactful dashboards that drive business decisions. Adept at statistical analysis, data mining, and predictive modeling. Passionate about leveraging data to optimize performance and improve business outcomes.

Areas of Expertise		
<ul style="list-style-type: none">Project ManagementData Analysis & InterpretationData Cleaning & PreprocessingStatistical AnalysisData Visualization	<ul style="list-style-type: none">Business IntelligenceDatabase ManagementData WarehousingStakeholder ManagementTrend Analysis	<ul style="list-style-type: none">Reporting & Performance MetricsCross-Functional CollaborationProcess AutomationStrategic PlanningLeadership & Team Management

Technical Proficiencies		
SQL Python Fundamentals EDI Process Automation Jira Zendesk ServiceNow Metabase Sigma Postman Microsoft Visio Microsoft Excel Slack Smartsheet Google Analytics Google Ads Google Tag Manager		

Professional Experience

Contract- Project Manager / E-commerce Data & Reporting Analyst DesignzDigital, Lockport, IL	October 2024 – Present
<ul style="list-style-type: none">Managed end-to-end reporting workflows, ensuring timely delivery of weekly performance metrics across Google Merchant Center, Google Search Console, Google Tag Manager, and GA4.Troubleshoot and resolved product issues within Google Merchant Center, ensuring seamless listing updates and minimizing downtime for promotional campaigns.Created and managed tags, promotions, and tracking parameters, improving the accuracy and depth of marketing analytics.Designed and executed promotional tracking frameworks, improving the effectiveness of e-commerce marketing campaigns and driving measurable ROI growth.	

Technical Operations Analyst Noyo Technologies, San Francisco, CA	May 2022 – December 2024
<ul style="list-style-type: none">Led comprehensive data analysis initiatives using SQL queries and Sigma dashboards, effectively identifying and resolving data discrepancies to ensure accurate and efficient data exchange between platforms.Spearheaded automation projects that reduced manual processing of over 400 EDI files by approximately 50%, significantly enhancing operational efficiency and reducing human error.Managed the successful execution of open enrollment projects for over 5,000 employees, ensuring seamless transitions and optimizing client benefits operations through strategic planning and execution.Collaborated with engineering teams to design and implement automated workflows, increasing API integration speed by 30% and reducing operational bottlenecks, which improved data processing efficiency by 25%.Delivered actionable insights through detailed performance reports on key operational metrics, driving workflow automation improvements of at least 20% and supporting strategic decision-making at the executive level.	

Technology Risk Consultant Ernst & Young, LLP, Minneapolis, MN	June 2021 – May 2022
<ul style="list-style-type: none">Conducted comprehensive evaluations of IT environments and business processes, analyzing control design and operating effectiveness to identify and mitigate potential risks.Conducted IT process walkthroughs and tested change and access management protocols for a leading super-regional bank, improving system integrity.Supported SOC 2 audits, leading to a reduction in audit findings and enhancing clients' risk management and compliance.Worked with cross-functional teams to resolve audit findings, improving internal controls and boosting security posture.	

Sales Specialist 2

November 2019 – June 2021

Apple Inc., Chicago, IL

- Executed weekly Apple store maintenance by adhering to planograms, ensuring visual consistency and compliance with brand standards, which contributed to enhanced customer experience.
- Monitored and analyzed sales performance across Apple product categories—including Mac, iPad, iPhone, iPod, Apple Watch, and AppleCare—identifying trends and implementing strategies that led to an 18% increase in sales revenue.
- Trained and mentored the sales team on customer-centric sales techniques, leading to a 30% increase in customer satisfaction scores and a 25% boost in overall team performance.
- Partnered with department managers and supervisors, improving cross-departmental collaboration and increasing operational efficiency by 20% within the mobile and computing divisions.

Computing Sales Consultant

September 2018 – November 2019

Best Buy, Orland Park, IL

- Collaborated with team members across departments to deliver exceptional sales support, demonstrating versatility in customer relations and product knowledge across multiple categories.
- Leveraged in-depth technical knowledge to assist customers in selecting computing solutions, consistently exceeding individual sales targets by 20% and team sales goals by 15%.
- Provided expert-level troubleshooting and resolution of technical issues, resolving an average of 30 customer computing problems per day, significantly improving customer satisfaction and retention.

Data Analyst Intern

August 2017 – October 2017

Ferrara Pan Candy Company, Oakbrook, IL

- Facilitated real-time communication between sales and warehouse teams to provide up-to-date inventory status, streamlining order fulfillment processes and improving operational efficiency.
- Accurately entered and organized over 900 data entries into the Master Data system, ensuring the completeness and accuracy of Ferrara Pan Candy Company's product catalog, which improved data accessibility for key stakeholders.
- Utilized Excel to analyze and correct data discrepancies, improving data integrity by 30% and enhancing the accuracy of business decision-making processes.

Education

Bachelor of Science in Business - Management Information Systems, DePaul University, Chicago, IL, 2021

- Honors: Cum Laude | GPA: 3.6
- Relevant Coursework: *Business Technology & Decision Making / Systems Analysis and Design / Business Calculus / Management Consulting / Career Management / Information Systems Project Management / Database Management Systems Design & Dev / Principles Operations Management / Consumer Behavior and Principles of Marketing*

Certifications

- **Foundations of Business Intelligence**, Coursera, October, 2024
- **Google Ads Measurement Certification**, Google Skillshop, November, 2024
- **Google Ads Search Certification**, Google Skillshop, November, 2024
- **Advanced SQL for Data Scientists**, LinkedIn Learning, August, 2020
- **SQL: Data Reporting and Analysis**, LinkedIn Learning, June, 2020