

Pamela Counter

Data Analyst

Detail-oriented SQL Programmer, aiming to build on extensive reporting experience and grow into a data analysis role that supports strategic business decisions.

Overview

Experienced Call Center SQL Programmer/ Report creator with expertise in performance metric evaluation and data management. Proficient in delivering accurate reports to support business objectives while ensuring data integrity. Strong collaborator, adaptable to changing needs, and committed to a results-driven approach.

Experience

2003-Current

SQL Programmer| Focus Services

- Create dashboards to monitor and track key performance indicators.
- Collaborate with cross-functional teams to streamline data collection processes, enhancing accuracy.
- Increase efficiency in data storage and retrieval by implementing robust database management systems.
- Create various Excel documents to assist with pulling metrics data and presenting information to stakeholders for concise explanations.
- Collaborate with IT to ensure data security measures were in place, safeguarding sensitive information.
- Develop and maintain data pipelines for seamless flow of information, ensuring timely availability for decision-making.
- Automate routine data analysis tasks, freeing up time for more complex analysis.

Accomplishments

- Contributed to the design and development of enterprise applications utilizing n-tier SQL architecture, advanced stored procedures, and C#/ASP-based web platforms to streamline contact center data capture and employee administration.
- Designed and implemented user-facing applications to manage and update website metadata, improving content visibility while significantly reducing user error through intuitive interface design.
- Designed and delivered advanced SSRS reports that integrated SQL-sourced data with embedded Excel formulas, enabling users to seamlessly input additional data post-export and automatically include it in calculations—reducing manual processing and improving reporting flexibility.

Education

2002-2012

Bachelor's Computer Science
WEBER STATE UNIVERSITY

- Dean's Scholarship Recipient
- 3.97GPA

Skills

- SQL proficiency in querying, optimization and transformation
- Data visualization and automation in (SSRS, Excel, Power BI)
- Data collection and interpretation
- C#, ASPX, VB, C++, html
- Microsoft Office Suite
- Effective Client Communication
- Dependable and reliable
- Creative problem solving and Analytical mindset
- Multitasking and Task prioritization
- Python

Contact

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