

## **Phoebe Burns**

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**Highly self-motivated and inquisitive data analyst who can create new analyses –  
or new user interfaces in a decade-old database.**

### **Skills**

- SQL queries, updates and deletions
- Complex report design
- Requirements gathering, data modeling
- Some SSRS, Visual Studio, Tableau
- Python, pandas, Big Query
- Collaborative team member

### **Experience**

#### **Data Analyst/Report Writer, International SOS, Trevose, PA**

**January 2018 - Present**

- Troubleshoot data quality issues for 2,000+ clients receiving over a million travel bookings each day.
- Create scripts to find data irregularities, and other scripts to fix them.
- Developed multiple scripts to check for data sent by agencies to the wrong client.
- Help build requirements for the software used by the Data Operations and Data Acquisitions teams.
- Create ad-hoc analytic reports using SQL and Excel for internal customers.
- Worked with databases holding hundreds of millions of records.

#### **Business Systems Analyst, Multnomah ESD, Portland, OR**

**July 2011 – May 2017**

- Troubleshoot complex problems in a student information system for 40 school districts. And since no two districts do things alike, helped districts see how to make the software work for their processes.
- Created scripts in T-SQL to fix data errors or the results of software bugs.
- Collaborated with districts and colleagues to develop analytic reports.
- Planned the migration of health information from an Oracle database to MS SQL Server.

#### **Customer Service Analyst III, Multnomah ESD, Portland, OR**

**November 2007 – July 2011**

- Helped 80 school districts submit accurate data to the Oregon Department of Education.
- Assisted districts with using Excel to format their data so that it could be uploaded to the state website.
- Developed advanced Excel spreadsheet using VBA to split data to be delivered to 80 districts.
- Created step-by-step instructions for complex processes.

#### **Quality Engineering Intern, ON Semiconductor, Gresham, OR**

**April 2007-September 2007**

- Troubleshoot bugs in a mission-critical Access/SQL Server application.
- Rewrote queries using ADO to be more efficient in providing data and making updates.

#### **Database Technician, InAct, Inc., Portland, OR**

**May 2002 – August 2007**

- Programmed additions and changes to an obsolete clinical data management application
- After sitting with people in five departments to know how they worked, reconfigured database screens to provide better user interfaces within the limitations of a DOS-based program.
- Analyzed data for internal and external purposes.
- Extracted and transformed data for migration to new software.

### **Education/Certificates**

Portland State University, Portland, OR, BA Information Systems

Professional Scrum Product Owner I

Essential Design Principles for Tableau, December 2017

University of Pennsylvania Data Science Boot Camp, Certificate, May 31, 2022

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