**Highly self-motivated data analyst whose inquisitive nature can lead to new analyses –**

**or new user interfaces in a decade-old database.**

**SKILLS**

* **SQL queries, updates and deletions**
* **Complex report design**
* **XML documents and schemas**
* **Requirements gathering**
* **Some SSRS, Visual Studio, Tableau**
* **Strong oral and written communication**
* **Collaborative team member**
* **Self-driven**

**EXPERIENCE**

**Data Analyst/Report Writer January 2018 - Present**

**International SOS**

* Troubleshoot data quality issues for more than 2,000 clients receiving more than a million travel bookings each day.
* Create scripts to find data irregularities, and other scripts to fix them. Agencies often send data with invalid phone and email records.
* Developed multiple scripts to check for data sent by agencies to the wrong client. Nearly 2500 agencies send data, and sometimes we have multiple clients in common. One script looks for any cases of two clients receiving data with the same domain and from the same agency office.
* 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: this could be counts of how many bookings were received with bad data, the percentage of bookings containing an account number that could be used to prevent data breaches, or comparing data across agencies.
* Participate in daily scrum stand-up and twice-weekly grooming meetings.

**Business Systems Analyst July 2011 – May 2017**

**Multnomah Education Service District, Portland, OR**

* Troubleshot complex problems in a student information system for 40 school districts. And since no two districts do things alike, helped districts see now to make the software work for their processes.
* Created scripts in T-SQL to fix data errors or the results of software bugs. One bug was causing duplicate testing records. To clean it up, it was necessary to create a script that would remove all but one primary test record and only those sub-records associated with it. The solution was to convert a hexadecimal unique identifier to varchar and sort each test’s duplicates alphabetically.
* Collaborated with districts and colleagues to develop analytic reports, mostly in the areas of attendance, scheduling and special education.
* Planned the migration of health information from an Oracle database to MS SQL Server. This included information on vision tests and dentist visits.

**Customer Service Analyst III November 2007 – July 2011**

**Multnomah Education Service District, Portland, OR**

* Helped 80 school districts submit accurate data to the Oregon Department of Education. This included reports for attendance, testing, discipline, graduation, and several others.
* Assisted districts with using Excel to format their data so that it could be uploaded to the state website, and advised them as to how to fix any errors that were found.
* Developed advanced Excel spreadsheet using VBA to split data to be delivered to 80 districts.
* Trained users to perform complex scheduling tasks in a student information system. Creating schedules for 3500 students is not a simple task in any student information system.
* Created step-by step instructions for complex processes.

**Quality Engineering Intern April 2007-September 2007**

**ON Semiconductor, Portland, OR**

* Troubleshot 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 May 2002 – August 2007**

**InAct, Inc.**

* Programmed additions and changes to an obsolete clinical data management application to allow for more data to be used for research purposes.
* 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