Andrea Logan

Data Analyst

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Professional Profile

Detail-oriented **Data Analyst** with *over 5 years of commensurate experience* in cross-functional collaboration with software developers and programmers to build stronger databases for clients and support direct KPI reporting tools, that focuses primarily on risk prevention and solution planning for new IT Departments and their key stakeholders

Technical Tools

SQL
Python
Power BI
Java Script
SSIS/SSRS
Visual Studio
Microsoft Excel

Areas of Expertise

Multitasking & Prioritization
Corporate Presentations
Quality Assurance
Data Management

Skills Overview

- *Impeccable ability to keep calm under pressure* and show compassion and empathy for others while maintaining a strong moral code in regard to high stress work assignments

- *Influential development skills* that compliment an expert-level talent for risk reduction and prevention programs to maintain a consistent flow of accuracy for business databases

- *Extensive field experience within various IT spaces* that contributes to an advanced understanding of regulatory compliance regarding software risk and troubleshooting

- *Documented success in organizational change management* with the ability to devise solutions plans in the formulation, execution, & monitoring of financial programs during training

Projects & Accomplishments

Congratulated by the IT Director at The Career Island in 2023 for always going above the call of duty to ensure reports and development tools were working properly and that the training of new Data Analysts on software was completely understood and integrated, which resulted in an 18% reduction in overall technical inefficiencies

Praised by the Data Manager at The Career Island in 2022 for finding direct program solutions for partner companies and managing their software mishaps, which included account management troubleshooting that improved accuracy by over 44% in the first quarter of the year, which surpassed the projected team objectives

Thanked in March 2019 by the Data Analyst Team at The Career Island for introducing them to conflict resolution methodologies that effectively transformed client engagement on the app and for dedicating time to build strong feedback systems with patrons, which increased satisfaction levels by 22% and decreased turnover

Professional History with Responsibility Summaries

Data Analyst, *The Career Island*   2019 – *Present*

- Attends cross-functional meetings with stakeholders (Marketing, Operations, DevOps, & Engineering)
- Works with the managerial team to run the KPI reporting programs and meetings to increase cohesion
- Makes sure that technical projects were checked for data errors, decreasing inefficiency rates by over 11%
- Develops various departmental and company-wide KPI reports while providing insight into the trends
- Analyzes data programs and research new business trends in the market to improve efficiency levels
- Produces management training protocols with Data Analysts to help develop strategies to improve accuracy
- Certifies the data in client files to ensure that the platform followed policies and guidelines for them
- Ensures that company databases were set up to provide accurate data and analyzes system information

Key Achievement: Surpassed data development goals by over 15% by improving QA and internal system reports

Data Analyst, *Microsoft*   2017 – 2019

- Customized and tracked monthly revenue reports and expenses that resulted in direct ownership proceeds
- Prepared program training for new hires and created data presentations for cross-departmental meetings
- Went over company protocols with Data Management Specialists when the application experienced bugs

Key Achievement: Tracked monthly performance with Data Managers, increasing system accuracy rates by 11%

Data Lead, *Google*   2017 – 2018

- Found solutions for internal operation issues regarding company software programs and electronic systems
- Sorted internal metrics in databases and organized findings in Microsoft Excel spreadsheets for the owner
- Managed monthly KPIs and met with team leaders to facilitate onboarding initiatives for Operations Staff

Key Achievement: Reduced client miscommunication by 20% by finding client solutions through software issues

Education

Bachelor of Science in Computer Science

University of California, Long Beach

Long Beach, CA

2016