**SANDRA M. PASTRANA**

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**SUMMARY**

MBA Candidate with strong analytical skills, able to understand business needs, translate sophisticated analysis into business strategy and deliver value message to clients. Expertise in business analytics, marketing research and experienced managing the business cycle of a product. Native Spanish speaker, fluent in English.

**EDUCATION**

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| **University of St. Thomas,** Opus College of Business,Minneapolis, MN |  |
| MBA, emphasis in IT and Business Analytics, full time program | **May 2016** |
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| **Universidad Politecnico Grancolombiano** |  |
| Bachelor of Arts (BA) in Marketing and Advertising | **Dec 1999** |
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| Microsoft Certified IT Professional (MCITP) Database Administrator |  |

**EXPERIENCE**

**Medtox Laboratories**, Minneapolis, MN **2011-2014**

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| Business Intelligence Developer |  |

* *[What?] Created new business performance system [by] partnering with the executive team to defining business needs, eliciting requirements, analyzing potential solution, designing and building Online Analytical Processing (OLAP) cubes, writing queries, and designing reports to meet strategic needs; [so that] executive can now make faster; more accurate; and, better decisions.*
* to track business performance [by] defining business needs, eliciting requirements, analyzing potential solution, designing and building Online Analytical Processing (OLAP) cubes, writing queries, and designing reports to meet strategic needs.
* *[What?] Redesigned a data analysis reporting system [by] implementing a dynamic reporting tool [so that] that significantly improved the company's ability to more efficiently track revenue, commissions and client statistics and reduced the time previously spent on these tasks.*
* Significantly improved the company’s management capabilities and decision-making processes by implementing a dynamic reporting tool to track company-wide revenue, commissions and client statistics.
* [What?] Delivered an Analyzed, designed and implemented
* Designed and implemented multi-dimensional data warehouses, which support analytics and reporting needs for the accounting, finance and sales departments.
* Planned, designed, developed, tested and monitor all current Business Intelligence solutions, allowing for operational insight at all levels of the organization that did not previously exist.

**Medtox Laboratories,** Minneapolis, MN **2007-2010**

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| SQL Server Database Administrator |  |

* Managed production, development and testing environments of Microsoft SQL servers to ensure proper functioning of company’s information systems. Configured, deployed, and maintained the servers, monitored and tuned performance by rewriting stored procedures, views and index tuning.

**Marketron International,** Hailey, ID **2006 - 2007**

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| SQL Server Database Specialist |  |

* Managed production, development and testing environments of Microsoft SQL servers
* Developed and Expertise in designing and creating tables, views, triggers, and complex stored procedures, functions, indexes, and other database objects

**Marketron International,** Hailey, ID **2005 - 2006**

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| Product Specialist |  |

* Managed the entire life cycle of the accounts receivable product line by working with clients in defining and validating solutions; serving as liaison between the client and the technical department; implementing features, improvements and fixes; and, training Marketron’s customer service department with each new version of a product. Provided second and third level support for urgent and critical projects affecting clients.
* Championed and managed four new releases with approximately 15 new features for each release.
* Received fast-tracked promotion to Product Specialist, as one of the company’s top performers in the accounts receivable product.

**Marketron International,** Hailey, ID **2003 - 2004**

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| Client Services Senior Systems Consultant |  |

* Engaged with clients and their teams during implementation, training and ongoing improvement of our products while attaining the highest level of efficiency and customer satisfaction at each phase of deployment
* Named Marketron’s Hispanic Account Specialist and enabled the organization to pursue, retain and improve customer satisfaction where language requirements were a key to doing business.
* Created the training strategy for new client engagement and documented all internal procedures.

**Skandia Insurance Company** (Now Liberty Mutual), Bogota, Colombia. **1996-1998**

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| Market Research Consultant |  |

* Designed, implemented and presented of the results of a multi-pronged business analysis to measure the satisfaction of the company’s customers and business partners. Wrote the research and survey instruments proposal. Performed on-site market research, collected data and ran quantitative analyses.
* Provided executives with a comprehensive view of the elements affecting customer and business partner satisfaction indexes and allowed them to improve and take corrective action where necessary.
* Provided a comprehensive analysis of the elements enabling the high level of customer satisfaction which where successfully used during the sale of the company.
* Enabled management to identify and manage the relationships with the repair shops as a critical element in the customer satisfaction chain.
* Provided management key insight into their relationship with the company’s agents and enabled them to make improvements designed to improve the agent’s satisfaction.

**TECHNICAL**

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| * Microsoft SQL Server 2000, 2005, 2008 and 2012 | * SQL Server Integration Services (SSIS) |
| * SQL Server Reporting Services (SSRS) | * SQL Server Analysis Services (SSAS) |
| * Proficient in use of index Tuning Wizard, SQL Profiler, and Windows Performance Monitor for monitoring and tuning server performance | * Expertise in designing and creating tables, views, triggers, and complex stored procedures, functions, indexes, and other database objects. |

**ADDITIONAL**

Toastmasters International

**Talkmasters Charter Club President** , 2014.