Elizabeth Ramirez

Senior Data and Research Analyst

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ABOUT

Hello!

I am passionate about learning and discovering innovative ways to simplify tasks—because life shouldn't be harder than it needs to be. I continuously build my skills in technology, with a strong ability to detect patterns, analyze details, and think outside the box. My best projects stem from this vision and creative approach to problem-solving.

Ready to rise,

Elizabeth Ramirez

Let's talk
sugardressed@gmail.com

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EXPERIENCE

Senior Data and Research Analyst
Child Development Associates San Diego, CA
2010 - PRESENT

As a **Senior Data and Research Analyst**, I am responsible for **identifying opportunities for growth** by interpreting datasets from the company's systems and analyzing current processes and provide recommendations. I **develop and implement plans to streamline workflows**, reduce errors, and improve efficiency.

I **mentor and lead** other data analysts in the department, providing technical guidance and support to both analysts and other staff members. I also design and build systems that make tasks easier to perform, reducing operational time and ensuring processes run smoothly.

In collaboration with Senior Supervisors and Managers, I coordinate new projects, investigate departmental needs, and **ensure data-driven strategies** are effectively implemented. I **quickly learn and adopt new technologies**, creating practical instructions that enable seamless adoption across teams.

I have led and **managed several departmental projects**, including data analysis initiatives and the development of **user-friendly solutions for data entry**, manipulation, and reporting across multiple databases. I oversee the work of the data systems analyst to ensure reporting accuracy and professional presentation. I also coordinate with management to implement quality metrics based on collected data.

Beyond database management, I **design, build, and maintain the department's intranet**, which includes several sub-sites such as Policy and Procedures, Forms, Directives, Reports, Learning Center, and others currently in development. Some sites are intentionally designed for staff with limited technical knowledge so they can maintain them with ease, while others are more complex and serve as reference or consultation

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tools. The overall goal is to provide end users with a centralized platform that offers simple navigation and accessible content. I ensure these resources remain current, relevant, and valuable to the department's operations.

In addition to my core duties, **I participate in special projects for the agency** such as objective 5.7 and 5.8, TFC Sacramento Conference and more as needed.

Data Systems Analyst:
In collaboration with Senior Supervisors and Managers, I designed, developed, and maintained multiple internal systems, ensuring accuracy, reliability, and timely updates. These systems included the **File Review System**, departmental **Forms**, and the **Policies & Procedures** and **Directives** websites.

Produced and distributed **weekly, monthly, and annual reports** for the department; collaborated cross-functionally to source and integrate data from other systems as needed.
Created **self-service reporting solutions and reusable templates,** enabling staff to generate and report data independently with efficiency.

Coordinated and maintained **Forms in the CC system** and organized departmental folders; updated form instructions, tracked changes, and ensured documentation accuracy.
Collaborated with the Program Associates Assistant to **update and verify school calendars,** conducting research via direct school outreach and online resources to keep information current.
Maintained strong vendor relations with **MCT**, escalating issues and troubleshooting system errors related to reports and forms in the CC system.

Served as a **Subject Matter Expert (SME)** for agency operational systems, addressing technical questions and providing solutions related to software usage.
Developed and delivered **presentations, written guides, and training materials** to support system adoption and staff development.

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Recommended and implemented process improvements to streamline operations, increase efficiency, and eliminate redundant tasks.

CES III (Special Projects):
Developed and implemented new methods to process and analyze data more efficiently. Designed a variety of Excel templates to streamline reporting for Supervisors, enabling faster and more accurate report generation. Continued the development and maintenance of the File Review System, currently utilized by three departments. Built a new database for the Provider Services Department to ensure data quality, accuracy, and easy access to reports. These databases were developed using Microsoft Access and Excel as the front end, with SQL Server as the back end.

LEAD ENROLLMENT COORDINATOR:
Created and implemented multiple templates and reports to monitor and maintain daily, weekly, and monthly enrollment data for budgeting purposes. Supported Enrollment Coordinators by addressing client issues, policy questions, and eligibility decisions, and served as acting lead in the Supervisor's absence. Conducted monthly enrollment audits to ensure quality and accuracy.

Served as Subject Matter Expert (SME) for the agency's primary software, the Care Control System (CC3), providing guidance to management and staff on funding status, including enrollments, terminations, pending appointments, and projections. Analyzed and consolidated data from multiple departments into unified reports for senior management.

In addition to core responsibilities, designed and developed the File Review Database using Microsoft Access and SQL Server to assist the Case Management Department in streamlining and improving the file review process.

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CHILD CARE ELIGIBILITY SPECIALIST (CES) (I, II, III): *CES I*:

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CES I:
In this entry-level case management role, maintained client files to ensure compliance with regulations and agency policies. Responded to client inquiries via email, phone, and in person, providing timely support and guidance. Applied policies and procedures to verify file accuracy and compliance. Escalated complex cases to leads and supervisors, and conducted follow-ups to meet both client needs and agency expectations.

CES II:
In addition to CES I duties, conducted client interviews to determine eligibility and educated clients on program policies and procedures. Managed a caseload of up to 160 files, ensuring accuracy, compliance, and timely updates. Reported issues proactively and recommended process improvements that enhanced efficiency and program effectiveness.

CES III (Team Lead):
While maintaining a small caseload to support families, served as a mentor and role model for CES I and CES II staff. Provided cross-training and reviewed daily tasks to ensure goals and deadlines were met. Ran and reconciled multiple reports to monitor program quality and compliance.

Designed and developed an advanced Excel tool to calculate registers for the Center-Based Program, reducing staff work hours and improving budget projection accuracy for management.

Identified areas of opportunities of grow and provided recommendations to my supervisor to improve processes.

PAYMENT ANALYST:
Manually processed accounts payable for child care providers and ran reports to verify payment accuracy and quality. Performed monthly audits of peer-processed accounts and reported data errors to management. Designed and developed an Excel-based calculation tool that streamlined payment processing and improved efficiency.

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EXPERIENCE

Loan Officer & Auditor
HSBC | Auto Finance San Diego, CA
2005 - 2010

Reviewed and processed **hundreds of loan contracts daily**, ensuring compliance with state-specific regulations and evaluating loan risk for funding approval.

Utilized tools such as **Carfax, Kelley Blue Book, PeopleSoft, credit bureau reports**, and internal software to validate documentation and support funding recommendations.

Audited loan documentation within strict **2-hour turnaround times**, ensuring accuracy, compliance, and fraud prevention while communicating results to Loan Officers and car dealers in real time. Generated and issued loan contracts and checks, maintaining the highest standards of confidentiality and accuracy.

Designed, developed, and maintained **advanced Excel tools** to track staff performance, calculate monthly bonuses, and monitor departmental goals and metrics.

Collaborated with stakeholders to identify process challenges, propose solutions, and implement streamlined workflows that reduced inefficiencies and strengthened fraud prevention.

Partnered with the **Quality Assurance Department** to monitor service quality, and report findings to management for fraud prevention. Assisted the Loan Accounting Department by creating Excel models to evaluate delinquent loans against vehicle values and provided technical support for reporting needs.

Served as a trusted resource and backup across departments, ensuring operational continuity and cross-functional support.

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EDUCATION

2024 - Present
San Diego Mesa College (San Diego, CA)
Associates Web Development

I am currently pursuing an Associate's degree in Web Development, having already earned 91 credits, and I expect to graduate within the next couple of years as time permits.

1998 - 2002
Instituto Tecnologico de Tijuana (Tijuana, BC, Mexico)
Bachelor of Science Computer Science Engineering

I earned 441 credits of higher education.

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SKILLS

Technical
- MySQL, SQL Server, HTML, CSS, SaaS, JavaScript, Python, PHP.
- MS Office Desktop (Advance Excel, PowerQuery, Word, PowerPoint, Access)
- MS Office Cloud (Share Point, Loop, Planner, Forms, Outlook, Copilot AI agents, Power BI)
- Adobe Creative Cloud (Acrobat, Photoshop, Illustrator, InDesign, Dreamweaver)
- DocuSign,
- Jira, GitHUB, VSCode, ChatGPT
- React NodeJS

Practical
- Creative and Innovator
- Project Management
- Streamline Processes
- Data Analysis and Projections
- Full Stack Developer and Freelancer

Self-Management
- Responsible, Reliable, and Professional
- Strong Leader and Team Player
- Inclusive and Resourceful