

TAYA J. DAILEY
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EDUCATION

OAKLAND UNIVERSITY
Master of Science, Business Analytics

Rochester Hills, MI
Expected May 2026

OAKLAND UNIVERSITY
Bachelor of Science, Management Information Systems

Rochester Hills, MI
December 2022

EXPERIENCE

BLUE CROSS BLUE SHIELD OF MICHIGAN

Detroit, MI

Analyst

July 2023 - Current

- Developed AI-powered training content (Quantum Sim), streamlining onboarding and improving analyst learning efficiency.
- Designed and optimized SharePoint tools, enhancing remote collaboration and reducing project delays.
- Delivered executive reports and presentations, driving data-informed business decisions across departments.
- Collaborated with remote teams using Microsoft Teams and SharePoint to manage projects and provide timely insights.

HARMONY CENTER FOR SURGERY ENT

Macomb, MI

Administrative Assistant

August 2022 – July 2023

- Developed administrative processes to achieve organizational objectives and improve office efficiency.
- Managed physical and digital files, monitored spreadsheets and updated reports to coordinate project materials.
- Conducted research and performed statistical analysis for weekly and monthly reports.
- Interface with more than 200+ patients on a weekly basis for check-in purposes.

UNITED WHOLESALE MORTGAGE

Pontiac, MI

IT Application Development Intern

May 2022 – August 2022

- Utilized best practices to identify and remedy bugs in applications within a specific timeframe.
- Developed logic flowcharts and diagrams to use in program coding and workflow planning
- Worked closely with developers across organizations to promote specific applications.
- Performed troubleshooting of post-release software faults to support live service and installed software patch design.

TECHNICAL SKILLS

Software Applications: Google Suite, Visual Basic of Applications (VBA), Microsoft SharePoint, Google Analytics

Digital Visualization Tools: Tableau, Power BI

Programming Languages: Python, R

RDBMS: Microsoft SQL Server

CRM: Salesforce

Generative AI: Quantum Sim