

# Carlandra Williams

✉ carlandra.williams@gmail.com  
in linkedin.com/in/carlandrawilliams

☎ (404) 621-2568  
⚙ www.credly.com/users/carlandra-williams

🏠 Atlanta, GA

## CLOUD FINOPS ANALYST

### PROFESSIONAL SUMMARY

Detail-driven Business Analyst with 10+ year's worth of experience organizing data into easily understood concepts, creating data-driven visualizations and presenting clear understandings of insights. Operational experience maximizing productivity through process improvement utilizing data to make informed decisions, managing stakeholder relationships and prioritizing business goals.

- FinOps Program Management
- Cloud Compliance & Governance
- Cloud Cost Management & Cost Optimization
- Data Visualization & Presentation
- Project & Program Management
- Performance monitoring using OKRs & KPIs

### CERTIFICATIONS

FOCE: FinOps Certified Engineer	2024 - 2026
FOCP: FinOps Certified Practitioner	2023 - 2026
AWS Certified Cloud Practitioner	2022 - 2025

### TECHNICAL SKILLS & TRAINING

**Advanced:** Microsoft Excel (VLOOKUPS, Pivot Tables, Macros), Microsoft SQL Server (aggregate functions, joins)

**Intermediate:** Apptio Cloudability & Cost Transparency, AWS Cost Explorer, Power BI, VMware CloudHealth,

**Familiar:** Microsoft Visio, Python, ServiceNow, Tableau, Technology Business Management Framework

**Excelerate Data Analyst Training:** Microsoft Excel Project Management Dashboards, Microsoft Business Intelligence Bootcamp

**The Management Center:** For Managers: 2-Day Management Crash Course

### PROFESSIONAL EXPERIENCE

**Sr. IT Business Analyst, Cloud FinOps, Delta Air Lines Inc.** 2021- Present

- Designs and manages real-time cloud cost and consumption reporting for executive committee briefings, corporate finance workflows and engineering transparency with a focus on spend optimization and cost efficiency.
- Monitors reporting and process designs are informed by analytical insights, with a focus on optimizing overall spending and resource utilization.
- Identifies cost drivers and propose optimization strategies to Engineering teams and Business Units by translating analytical insights into actionable business strategies.
- Serves as administrator for questions on key systems, such as Cloudability and Apptio BI, internal forecasting tools and AWS Console, conducting cost awareness and advanced FinOps training programs.

**Sr. Business Analyst, MarketSource Inc.** 2021

- Designed, developed, and tested reporting solutions using Excel and propriety platforms, with a primary emphasis on Salesforce (both Classic and Lightning).
- Consolidated and delivered data reports to assist with data-driven strategic decision-making by evaluating performance vs. expectations.
- Created and maintained onboarding documentation repository and continuous training improvement.

**Business Systems Analyst, Apex Systems (Delta Air Lines Inc.)** 2019 - 2020

- Increased vulnerability remediation 63% for medium and high security infrastructure by documenting team processes, presenting to leadership and working the management to monitoring data and managing projected timelines.

- Utilized Microsoft Excel, MS SQL, and Power BI to create reports and visualizations to support Managing Director for executive level presentations.

**Interim Programs Director, Georgia Shift**

2018

- Managed 3 statewide civic engagement programs of 20+ employees, meeting national funder targets of 20,000+ direct engagements with an operational budget totaling \$50,000.
- Analyzed national datasets to determine sample population, identifying trends, targeting resource allocation and using A/B testing to optimize responses and timelines.
- Communicated analytical findings to program stakeholders, facilitating a clear understanding of insights and program management strategies.

**Program Coordinator, Women Engaged**

2017 - 2018

- Supervised execution of Voter Engagement program operations, coordinated daily schedules for 30+ employees and volunteers, analyzed national and statewide datasets for program timeline creation and resource allocation and funding reports.
- Implemented program policies and quality control measures leading to a 10% increase in efficiency, totaling 16,000+ unique Atlanta citizens engaged via phone, in-person and by mail.
- Planned and coordinated civic engagement and educational activities for 25+ statewide partners and 4 national donor site visits.

**Asst. Project Manager, Ackerman Security**

2013 - 2017

- Managed 25+ problem-free projects monthly, completing 85% under budget with a 94% completion rate under contracted time through sourcing national technician
- Managed security, fire and camera system maintenance for National Account portfolio of \$15M+ including Books-A-Million, RBI brands, and Planned Parenthood.
- Designed and co-wrote branded Commercial and Residential Customer Knowledge Libraries containing Troubleshooting Playbook for Fire, Security and Camera systems; How-To Guides and Shared Responsibility Model from identifying most commonly reported customer issues and combining technician knowledge share.

**Patient Treatment Coordinator, Great Expressions Dental Centers**

2011 - 2013

- Implemented block scheduling system to load balance resources and staff, resulting in 25% production growth, 45% improvement back-office efficiency ranking our 3 office locations as #1 in Orthodontic production by dollar amount.
- Sold \$110K+ monthly in orthodontic treatment with a 78% conversion rate of referrals to new patients.
- Recouped 15% outstanding collections balances using high emotional intelligence to negotiate payments to benefit both patient and practice.

**Administrative Technician, United States Census Bureau**

2009 - 2010

- Increased workflow efficiency of 6-person team by 250% through streamlining tasks to compute, audit and certify payroll for 3,000+ employee Regional Census Office.
- Reduced organizational risk, payroll errors 40%, eliminated daily processing backlog and improved program timeline.

## EDUCATION

**Bachelor of Arts, Political Science, Georgia State University**

## VOLUNTEER EXPERIENCE

**Zeta Phi Beta Sorority, Inc.**

2019 - 2020

Technology Committee Chair

- Implemented new technology platforms (ZOOM, Election Buddy) to increase effectiveness.

Co - Membership Intake Coordinator

- Developed and coordinated social and volunteer programs and projects.