






# Carlandra Williams

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## LEAD CLOUD FINOPS ANALYST

### PROFESSIONAL SUMMARY

Action-oriented Cloud FinOps Analyst with 10+ years' worth of business analytics experience organizing information into easily understood concepts using data analysis and BI visualization tools. Operational experience maximizing business productivity through data-driven decision-making, process improvement and strong relationship building to create effective, cross-functional teams.

- Data-driven improvement using OKRs & KPIs
- Cloud Cost Management & Cost Optimization
- Cloud Compliance & Governance
- Data Analysis & Visualization
- Project & Program Management
- Strategy Development

### TECHNICAL SKILLS & TRAINING

#### AWS Certified Cloud Practitioner

AWS Certified Solutions Architect *In Progress*

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

**Intermediate:** Power BI, Apptio Cloudability, VMWare CloudHealth, AWS Cost Explorer

**Familiar:** TBM Framework, Python, Salesforce, Tableau, Microsoft Visio, ServiceNow

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

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

#### FOCP: FinOps Certified Practitioner

### PROFESSIONAL EXPERIENCE

#### Sr. Cloud FinOps Business Analyst, Delta Air Lines 2021- Present

- Builds, supervises and improves real-time cloud cost and consumption dashboards for executive committee briefings, corporate finance workflows and engineering transparency.
- Drives cost optimization efforts by collaborating with Finance and Engineering teams across the enterprise, recommending and purchasing reserved instances & savings plans across AWS.
- Partners with Cloud Governance to ensure appropriate tagging and alert strategies are deployed and maintained at scale to manage costs.
- Develops and maintain KPIs, scorecards and standard methodologies documentation.
- Serves as a point person for questions on key systems, such as Cloudability, internal forecasting tools and AWS Console, conducting cost awareness and FinOps training programs.

#### Sr. Business Analyst, MarketSource 2021

- Designed, developed and tested reporting solutions using various tools and platforms, with a primary emphasis on Salesforce (both Classic and Lightning).
- Consolidated multiple data sources to deliver reports for data-driven strategic decision making by evaluating performance vs. expectations.
- Created and maintained technical and business documentation repository for onboarding and continuous training purposes.

#### Business Systems Analyst, Apex Systems (Delta Air Lines) 2019 - 2020

- Managed exposed and remediation of discovered security vulnerabilities in systems and software in the IT Infrastructure & Reliability organization resulting in a 63% decrease in
- Identified and documented gaps in key business processes and internal systems that resulted in better aiding the organization in driving improvements.
- Utilized Microsoft Excel, MS SQL, and PowerBI to create reports and visualizations that led to more strategic decision making and expansion in productivity.

- Interim Programs Director, Georgia Shift** 2018
- Initiated and set goals for statewide election education and advocacy programs according to the strategic objectives of the organization set forth by the Executive Director and national decision makers.
  - Developed collateral for executive level reporting, including weekly, monthly, quarterly status reports to manage risks and issues, and improve team communication and collaboration.
  - Developed and approved budgets and operational costs for 3 statewide programs, totaling \$50,000.
- Program Coordinator, Women Engaged** 2017 - 2018
- Supervised execution of Voter Engagement program operations, coordinated daily schedules, created crisis management plans, managed all public communications, and tracked all monetary transactions.
  - 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 education activities for 25+ statewide partners and 4 national donors 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.
  - Facilitated weekly Provider "Lunch & Learn" engagement initiatives to build patient referral pipelines.
- 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 Art, 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.