

# Sarah Bill

Software Administrator | Data Analyst | Software Engineer | Business Analyst

## Summary

Successful businesses make informed decisions. And decisions are always better when they're supported by good data -- accurate, reliable, timely, and accessible. For 20 years I have worked with teams on complex systems and multi-source data to create solutions and make insightful decisions. But most importantly, my strategic choices surrounding the structure, implementation, and maintenance of the information systems supplying this data have supported the success of critical initiatives and innovation.

## Experience

### **Senior Scrum Master | Fidelity Investments | 03/23 - 03/24 | Durham, NC**

- Worked with Scrum team to administer scaled Agile project management software internally
- Managed a company-wide software restructuring, requiring significant alignment across functional areas
- Coached Product Owners and Release Train Engineers to create Roadmaps to meet business needs

### **Business Integrations Director | Murphy's Naturals | 03/21 - 03/23 | Raleigh, NC**

- Led the implementation of a new warehouse management system, including governance and reporting
- Planned and supervised the installation of network architecture for a new office location
- Managed strategic and tactical regulatory requirements for EPA-governed products, including external audits

### **Principal Scrum Master | Fidelity Investments | 11/19 - 03/21 | Durham, NC**

- Managed a team of software engineers on a high-demand customer investment analytics application
- Continuously leveraged various testing methods to determine feature innovation strategy
- Utilized customer experience analytics at regular intervals to make product feature decisions

### **Business Analyst | Red Hat | 12/17 - 11/19 | Raleigh, NC**

- Created a cross-departmental KPI dashboard with engineers, data scientists, and quality specialists
- Implemented an enterprise data lake, leading to innovative product development and cost efficiencies
- Improved sales pipeline systems and processes through standardization techniques and data cleansing

**Employment Gap | 04/17 - 12/17 | Searching for employment after acquisition-based layoff**

### **Project Manager | Scivation | 11/16 - 04/17 | Durham, NC**

- Managed the development of a new product line with focus on regulatory needs and competitive influences
- Sourced and purchased raw materials for products with global supply chains, including risk management
- *Scivation was acquired by Nutrabolt, an industry competitor, in April 2017*

## **Continuous Improvement Manager | Kuehne + Nagel | 11/14 - 11/16 | Raleigh, NC**

- Led cost-savings projects for global supply chains through continual data analysis and risk monitoring
- Modeled predictive analytics for clients' logistical channels and new regional expansions
- Presented strategic initiatives to client stakeholders based on their organizational priorities

## **Employment Gap | 01/14 - 11/14 | Began program to obtain B.S. in Information Systems**

## **Process Improvement/Account Manager | Burt's Bees | 10/04 - 01/14 | Durham, NC**

- Integration Project Manager - Led the initiative to integrate ERP systems and train employees
- Intl. Accounts Manager - Managed top tier accounts globally, from forecasting through order fulfillment
- Process Improvement Leader - Proposed and led process improvement projects across the organization
- National Accounts Manager - Managed the onboarding and order-to-cash cycle for a big-box retailer
- *Burt's Bees was acquired by Clorox in October 2007*

## **Education**

- **Bachelor of Science - Information Systems** | City University of New York (CUNY) | 2022
- **Associate in Arts - Communications** | Durham Technical Community College | 2018

## **Certifications**

- **Google I.T. Support certificate** | Coursera | 2022
- **Certified Scrum Master (CSM)** | Scrum Alliance | 2018
- **Six Sigma Black Belt** | VMEdU | 2011
- **Certified Supply Chain Professional** | ASCM Triangle chapter | 2008

## **Skills & Proficiencies**

- **BI/Data Visualization Tools:** Power BI, Tableau, Qlik Sense, SAP Business Objects, Jupyter Notebook
- **Enterprise Management Software:** SAP/4HANA, Oracle Cloud, Netsuite, Workday, Fishbowl WMS
- **Database Technologies:** MySQL, MS SQL Server, PostgreSQL, MongoDB, Supabase
- **Programming/Query Languages:** Python, R, Javascript, Typescript, Ruby, Swift, SQL, MQL
- **Data Collection & Analysis:** Interviews/elicitation, Process mapping, Root cause analysis, ETL
- **Version Control/Software Release Pipeline:** GitHub, Bitbucket, Jenkins, Azure, Devops, SDLC testing pipeline
- **Software Admin/Maintenance:** Update/patch management, Identity access management (IAM)
- **Front-end Dev Tech & Tools:** React, Angular, Next.js, Django, TailwindCSS, Figma
- **Back-end Dev Tech & Tools:** Express.js, Node.js, Ruby on Rails, Django