

Tianna Torres (Hatch)

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tiannacodes.github.io/T-s-Portfolio/

Professional Experience

Data Analyst / Engineer

Analytica, 07/2025 – Present

- Orchestrated Agile project management for multi-disciplinary teams—facilitating backlog grooming, sprint planning, and reviews—to align scope, milestones, and on-time delivery. I have improved task resolution rates by 12% and reduced manual efforts for team.
- Enhanced Web Applications and BI solutions with AI and natural language models to surface insights and key metrics from unstructured federal program data.
- Led the product frame working, management, and full software engineering for my projects, specializing in building solutions with JavaScript and Vue.js. Solutions have consistently reduced query response times by 18 to 27%, leading to higher user satisfaction.

Data Solutions Developer

Outten & Golden LLP, 3/2024 – 05/2025

- Led agile project management across-functional teams, working closely with multiple internal departments and end users to define project scope, timelines, and execute deliverables.
- Consulted with executive leadership and vendors, providing strategic technical insights to drive data-driven decisions and system improvements.
- Developed and enhanced web applications using modern frameworks, improving user experience and interactivity.
- Integrated third-party APIs and developed custom APIs to streamline automated data exchange, reducing processing time by 20%.
- Performed SQL Server database administration, optimizing indexing and query performance for business-critical systems.
- Optimized cloud infrastructure for improved performance and scalability with Azure Cloud Storage and AWS for data storage and cloud migrations.

Captain, Logistics Officer

U.S. Army National Guard, 02/2014 – 06/2024

- Served as the liaison between U.S. Army command and foreign government agencies; coordinated cross-border logistics operations by working with host-nation customs officials, reducing shipment delays and safeguarding \$5.25 million in assets.
- Developed and implemented standardized documentation procedures to meet international import/export requirements, preventing compliance and customs violations.

Data Analyst

Ingram Micro, 07/2022 – 02/2024

- Led a cross-functional team of 2-8 developers, overseeing project scope, cost analysis, and execution for application launches.
- Built enterprise-level web and mobile applications, leveraging MySQL for backend data management and API integrations.
- Designed interactive dashboards in Microsoft Power BI, enabling real-time analytics for 30,000+ users.

- Optimized database performance, reducing query response times by 35% across cloud and on-premises systems.

Business Analyst

Ingram Micro, 06/2021 – 07/2022

- Designed executive dashboards using Microsoft Power Platform, improving visibility into key metrics for stakeholders.
- Developed SQL queries to connect applications with relational databases, automating data workflows and reducing manual efforts for thousands of users

Cisco Support Representative II

Ingram Micro, 11/2018 – 05/2021

- Provide commercial support: act as the main point of contact for both customers and account managers regarding Cisco products and solutions.

Software Developer and Content Designer

NCS, 09/2019 – 10/2020

- Developed cross-platform mobile applications for Android and iOS using agile methodologies.
- Designed intuitive user interfaces using Figma and Adobe XD, increasing user engagement by 17%.

IBM Market Development Specialist

Ingram Micro, 05/2017 – 09/2018

- Consulted on the design and implementation of end-to-end SaaS solutions, leading coordination with vendor IBM to ensure alignment with client needs and business goals, increasing partner revenue by 12%.

Technical Skills

Programming Languages

- JavaScript, SQL, Python, TypeScript, C++, Java, VBA

Web Application

- HTML/CSS, XML, JSON, React.js, Vue.js, REST API, ASP.NET

Software/Tools

- Visual Studio, Git, Docker, AWS, Microsoft Azure, Adobe Photoshop, Adobe XD, Figma, Power BI, Power Automate, Tableau

Certifications

- Certified in Cybersecurity ISC2, Cybersecurity Analyst+

Education

Western Governors University

M.S. Cybersecurity and Information Assurance (Expected Graduation 12/2025)

- Secure Network and Software Design, Cloud Security, Penetration Testing, Governance-Risk Compliance, Cybersecurity Management, Cybersecurity Architecture and Engineering

Buffalo State University

- B.S. Computer and Information Systems (4.0 GPA)
- B.A. Sociology