

Tiffany De Santiago

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WORK EXPERIENCE

iDocket Local Government Software

Remote

Data Analyst

Sep 2021 – Present

- Conducted comprehensive data analysis and remote data management, resulting in a 20% improvement in system efficiency.
- Collaborated with cross-functional teams, achieving a 98% resolution rate for complex issues within a 24-hour timeframe, enhancing client satisfaction.
- Utilized SQL to manipulate and transform data, leading to a 25% improvement in the accuracy of Customer Management Systems.
- Implemented an efficient ticket tracking and management system, achieving a 15% reduction in issue resolution time and a 30% boost in customer satisfaction.
- Mentored new hires, fostering positive mentorship relationships contributing to increased team productivity within the first three months.
- Successfully reported and managed software bugs through Jira, streamlining the agile project management process and reducing bug resolution time by 20%.

PROJECT EXPERIENCE

iDocket

Nov 2021 – Jan 2022

County-wide SB41 Consolidated Court Cost

- Developed and executed a comprehensive training program for county officials on the new standardized Senate Bill 41 fees, resulting in a 100% compliance rate across all 85+ counties.
- Directed and trained 10 new hires with minimal SQL experience, equipping them with the skills to proficiently create SQL scripts for seamless implementation into clients' information systems.
- Conducted bi-monthly progress reviews, analyzing training modules, and adapting to evolving legal requirements; achieved a 15% increase in training module effectiveness, ensuring compliance and optimal employee performance.

Startup Grind

Sept 2021

Google Startup Weekend - App Design and Business Pitch

- Collaborated with cross-functional team members from diverse professional backgrounds to develop a mobile prototype, securing \$1000 in funding from venture capitalists and angel investors, thereby establishing key connections for future projects.
- Applied data analysis techniques to optimize the prototype, showcasing the team's innovative approach at an event attended by 100 individuals.
- Analyzed comprehensive post-project analysis to identify and implement data-driven improvements, resulting in a 20% increase in app design efficiency and business pitch effectiveness; stakeholder satisfaction improved by 25%.

EDUCATION

Park University

El Paso, Texas

Bachelor's of Science in Computer Science

May 2021

SKILLS

- Data Analysis • Data Reporting • Data Visualization • Statistical Analysis • Database Design • SQL • Python • Excel • Problem Solving Communication Skills