

# Victoria Ghielmetti

## Data Analyst

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**Professional Profile:** Strategic and proactive **Data Analyst** with 5+ years of experience in data analytics, technical project management, operations streamlining, and risk mitigation for executive leadership teams and 10 years of experience in customer service. Adept at using Python, SQL, Power BI, and advanced Excel to enhance product efficiencies. Quick study who loves data and is always eager to learn more.

**Areas of Expertise:** Risk Mitigation, Complex Problem Solving, Technical Project Management, Data Analytics, Data Extraction, Data Cleaning, Stakeholder Collaboration, Dashboard and Reporting Design

**Technical Tools:** A/B Testing, C/C++, Data Analysis, Data Entry, Data Visualization, Google Sheets, Litify (Salesforce Case Management System), Microsoft Excel, Microsoft PowerPoint, Microsoft Word, NumPy library, Pandas library, Pivot tables, Power BI, Python, R, SQL, Statistics, Visual Basic (VBA), VLOOKUP

### Documented success in the following skills:

- **Utilizing data analysis tools and languages**, including **Excel**, **SQL**, **Power BI**, and **Python** to deliver high quality exploratory data analyses, dissect data intricacies, pose crucial questions, interpret insights, and prescribe strategic actions.
  - **Implementing A/B testing and data modeling** to develop practical insights from intricate datasets.
  - **Employing advanced statistical techniques**, including **probability distributions**, **hypothesis testing**, and **prescriptive analytics** to extract meaningful insights, inform strategic decision-making, and drive actionable recommendations for optimizing business outcomes.
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## PROJECT ACHIEVEMENTS AND ACCOMPLISHMENTS

### Litify Salesforce Dashboard Development

- ✓ Championed the development and implementation of comprehensive Litify (a Salesforce-based legal case management system) dashboards, elevating case management practices.
- ✓ These dashboards, encompassing case tracking, workflow metrics, forecasting future costs, and meticulous data auditing, resulted in a remarkable 25% increase in efficiency within just 2 months.

### Python Coding Course for Chemistry Grad Students

- ✓ Initiated and developed a graduate-level Python coding course for chemistry students, incorporating comprehensive instruction on Python data analysis libraries such as Pandas and NumPy.
- ✓ Taught students with no coding background to effectively process experimental data in their research using Python, while providing a foundational understanding of object-oriented programming concepts as they relate to Python.

### Consolidated Financial Reporting System in Excel

- ✓ Developed a comprehensive finance reporting spreadsheet consolidating P&L and Balance Sheets from 11 entities, utilizing advanced Excel skills including pivot tables, VLOOKUPS, and intricate formulas for meticulous data analysis.
- ✓ Simplified complex financial structures, providing a clear view of cash flow and enhancing overall financial analysis.

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## PROFESSIONAL WORK HISTORY AND RESPONSIBILITY SUMMARIES

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### Case Management Data Analyst | Erickson Immigration Group

01/2022 - Present

- Managed workflow, project assignments, and case management system for 150 - 200 cases per month
- Performed regular data audits utilizing advanced Excel features resulting in a 37% increase in overall data accuracy in 3 months.
- Leveraged VBA programming in conjunction with conditional formatting to automate daily and weekly report formatting processes, streamlining operations, and reducing manual workloads.
- Generated 3-5 reports per week for internal use, stakeholders, and clients, providing valuable insights into data-driven solutions and helping solve complex business problems.

### Web Designer and Customer Service Agent | Modwalls

09/2021 – 01/2022

Temporary role during COVID

- Oversaw the Shopify website, implementing design enhancements and conducting A/B testing. Achieved a 12% increase in sales by optimizing user experiences.
- Managed sales inquiries and resolved customer issues by recognizing customer needs, contributing to high customer satisfaction, and maintaining a 95% positive feedback rating.
- Utilized Google Analytics to identify and rectify site issues, significantly improving the website's Google Analytics score.
- Revitalized customer marketing and merchandising at Modwalls, achieving 12% sales growth through website optimization and strategic product placement in 2 months.

### Data and Reporting Manager | Benrr

01/2021 – 08/2021

Company closed due to financial hardship from COVID

- Designed, implemented, and maintained intricate Excel spreadsheets for 11 companies, optimizing financial analysis and reporting.
- Leveraged advanced Excel functions, including VLOOKUP, INDEX, MATCH, as well as VBA scripting, to facilitate streamlined examination of P&L and Balance Sheets, cash flow trends, and year-to-year comparisons of income, expenses, net income, and EBITDA.
- Developed investor-focused reports using Power BI, leading to a 15% increase in investor satisfaction and a 10% improvement in investment decision-making accuracy in 3 months.
- Assisted with budget formulation/execution, processed related documentation, and analyzed budget information to enhance financial strategies.

### Lab Analyst | Threshold Enterprises

07/2020 – 12/2020

- Performed multiple types of quantitative and qualitative laboratory analyses on raw and processed materials.
- Recorded and analyzed experimental data for approximately 100 samples per week to determine quality and purity of raw and processed materials.

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## EDUCATION AND CERTIFICATIONS

### Bachelor Of Science in Mathematics

University of Idaho

### Learn SQL Course

Codecademy

### Bachelor Of Science in Chemistry

University of Idaho

### Analyze Data to Answer Questions

Coursera