Zandra Gonzalez Tharp

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Professional Summary

Systems Analyst with 10+ years of hands-on experience in software development, technical design, and database optimization, including 3 years leading collaborative, high-performing teams. Certified in Database Administration and skilled in building scalable data pipelines, automating workflows, and developing full-stack solutions that improve efficiency and reduce errors.

Proficient in Oracle ERP, Power BI, Azure DevOps, and Power Automate, with strong command of SQL, Python, C#, and HTML/CSS. Recently created dashboards that cut manual errors by 90% and built three Blazor web apps to streamline operations and drive user adoption. Known for clear communication, attention to detail, and the ability to bridge technical and business needs. Consistently recognized for top performance and impact-driven results.

Authorized to work in the US for any employer

Work Experience

Senior System Analyst

Aviat Networks-San Antonio, TX

February 2021 to Present

As a certified Database Administrator and Salesforce Administrator, I've gained hands-on experience designing scalable, high-performance databases that support enterprise operations. I led the development of a partitioned and volume-optimized database architecture, enabling efficient queries and reliable backups for over 500 users. These pipelines captured historical data and powered more than 15 Power BI dashboards, giving executive leadership real-time visibility into KPIs and driving a 200 percent increase in forecast pipeline accuracy. In parallel, leveraging my software development expertise and Agile SCRUM practices, I built three custom websites that significantly improved business operations. These solutions reduced quoting time from ten days to two, automated project milestone tracking tied to payment schedules, and streamlined commission calculations. By integrating backend logic with user-friendly interfaces, the applications delivered over $950,000 in cost savings between FY22 and FY25

Data Science Analyst (Rotation)

Apple Inc-Austin, TX

October 2019 to February 2021

As a Data Science Analyst at Apple, I led data-driven efforts in the AppleCare Warranty Fraud department, building solutions that saved millions through careful analysis and automation. Using Python, SQL, Tableau, and GitHub, I created automation scripts and models that cut fraud by .1%, saving $1M in FY20Q1. I standardized fraud detection procedures, making processes more efficient and consistent. My detailed statistical analyses, presented via Tableau dashboards, gave business partners clear insights for better decision-making. Working closely with teams, I improved data collection systems to strengthen fraud prevention.

Senior Technical Advisor

Apple Inc-Austin, TX

July 2018 to February 2021

As a Senior Technical Advisor at Apple, I delivered exceptional technical support across iOS, macOS, and Windows platforms, consistently achieving over 95% customer satisfaction and 90% issue resolution rates from Q1 to Q3 2019. My dedication to excellence earned me the #1 AppleCare Advisor award in

Q1 2019. I crafted over 100 technical standard operating procedures and engineering forum solutions, enhancing support processes and knowledge sharing. By mentoring first-level advisors, I elevated team performance to achieve over 90% customer satisfaction, enabling a collaborative and high-performing environment. Using SQL and Python scripts, I automated recurring statistical analyses, improving efficiency in issue tracking and resolution.

AREA OPERATIONS MANAGER

Epic Health Services-Austin, TX

August 2015 to May 2018

As an Area Operations Manager at Epic, I oversaw operations across five locations in Austin and San Antonio, Texas, managing over 150 employees to drive efficiency and revenue growth. By analyzing business structures and applying data-driven marketing strategies, I achieved a 200% revenue increase and a 10% reduction in labor costs, earning Employee of the Year 2015 among other performance awards. I enhanced processes by developing automation scripts using Yaml, Python, JSON, and SQL, streamlining tasks like employee onboarding and reporting. My efforts in setting up remote desktops for new hires improved operational flexibility.

RETAIL SALES CONSULTANT

AT&T-Austin, TX

November 2010 to August 2015

At AT&T, I excelled in a fast-paced retail environment, delivering top-tier sales and technical support that consistently surpassed expectations. I achieved a #1 sales position nationwide, exceeding sales targets by over 125% and sustaining above 90% customer satisfaction from 2010 to 2015, earning the prestigious National Summit Award in 2014 among other recognitions. My ability to address customer needs with clear solutions and maintain high performance under pressure strengthened client relationships and drove business success.

Education

Computer Science (Associate)

AUSTIN COMMUNITY COLLEGE-Austin, TX

August 2016 to May 2019

Skills

- HTML
- Health Insurance (3 years)
- CI/CD (Less than 1 year)
- Analysis skills
- Power BI
- System Admin
- SQL (5 years)
- Microsoft SQL Server (7 years)
- Adobe Photoshop
- Citrix (3 years)
- MySQL (5 years)
- Troubleshooting (9 years)
- Web design
- Database management (7 years)

- Microsoft Word
- Bootstrap (Less than 1 year)
- Business Analysis (5 years)
- Power automate (1 year)
- Customer Service (10+ years)
- System Administrator
- Application Development
- Requirements analysis (3 years)
- Debugging
- PowerShell
- Data visualization (7 years)
- Visio
- ServiceNow
- T-SQL (5 years)
- Analytics (5 years)
- Python(pandas/numpy) (5 years)
- Azure (2 years)
- Jupyter Notebook (1 year)
- Help Desk (10+ years)
- Jira (Less than 1 year)
- CSS
- Windows (10+ years)
- KPI Reporting (5 years)
- Virtual Box (1 year)
- IIS
- Matplotlib (Less than 1 year)
- Team Management (3 years)
- Healthcare (3 years)
- C# (1 year)
- Macro (5 years)
- Training (3 years)
- Web accessibility
- Devops (1 year)
- Yaml (1 year)
- Microsoft Powerpoint
- DAX (3 years)
- Software testing
- Database design
- Web development
- SharePoint

- Oracle Software (3 years)
- Agile (Less than 1 year)
- .NET
- VBA (1 year)
- Slack
- Spark (1 year)
- JSON (1 year)
- Software Installation (9 years)
- ASP.NET
- HTML5
- Medical Equipment (3 years)
- Excel (10+ years)
- GitHub (3 years)
- Jenkins (2 years)
- Financial Analysis (Less than 1 year)
- Visual Studio (5 years)
- Tableau (1 year)
- Contracts
- MacOS (2 years)
- Linux (5 years)
- Docker
- Pardot
- Management (3 years)
- Python scripting (5 years)
- C++ (2 years)
- Operations (5 years)
- HR (3 years)
- Flask (Less than 1 year)
- Software deployment
- Oracle (Less than 1 year)
- SDLC (7 years)
- Macros (6 years)
- IOS (6 years)
- Software Development
- Make (1 year)
- XML (Less than 1 year)
- Microsoft Access
- Microsoft Excel (10+ years)
- Lean Six Sigma (2 years)
- Active Directory

- Android (5 years)
- Visual Basic
- IT management
- Database development
- ASP.NET Core (1 year)
- REST (Less than 1 year)
- Raintree (3 years)
- Project Management (1 year)
- Requirements gathering
- User acceptance testing
- CRM software (3 years)
- critical thinking (9 years)
- Unit testing
- Organizational skills
- Test cases
- Data Science (2 years)
- Vmware
- Technical Support (10+ years)
- Data warehouse (3 years)
- UI PATH (Less than 1 year)
- Finance (1 year)
- Healthtrust (3 years)
- APIs (2 years)
- Wireless/Hardwired Networks (2 years)
- AWS (Less than 1 year)

Languages

- English - Fluent
- Spanish - Fluent

Links

https://github.com/zandratharp2012

http://linkedin.com/in/zandratharp

Certifications and Licenses

IBM Relational Database Administration Essentials
August 2025 to Present

The badge earner has demonstrated a foundational knowledge of Relational Database Administration. The earner can manage the operational aspects of database systems and maintain them. The individual can also configure and upgrade database server software and related products, as well as implement user authentication, assign roles, and perform backup and restore procedures. The earner can optimize databases for performance, monitor databases, collect diagnostic data, and access error information.

Certified Salesforce Administrator

April 2023 to Present