

Zandra Gonzalez Tharp

San Antonio, TX 78252

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Professional Summary

As a dedicated Systems Analyst with over 10 years of experience in technical support, data analysis, programming, and 3 years leading teams, I excel at delivering data-driven solutions that boost efficiency. I'm proficient in Oracle ERP for process optimization, alongside deep expertise in Microsoft tools like Power BI, Azure, Azure DevOps, and Power Automate, complemented by strong skills in C#, HTML/CSS, SQL and Python. In my recent role, I leveraged Power BI to build dashboards that cut reporting time by 15 hours weekly and used Power Automate to streamline workflows, reducing errors by 50%. I also created 3 Blazor web applications to optimize business workflows and enhance technological integration. Known for my meticulous attention to detail and clear communication, I collaborate seamlessly with technical and business teams, earning consistent top performance awards and #1 team rankings. I'm passionate about harnessing technology to drive business success.

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 Systems Analyst, I drive enterprise-wide system optimizations and strategic initiatives, leveraging a robust skill set in Oracle ERP, Power BI, Azure, Azure DevOps, Power Automate, and technologies like SQL, Python, SharePoint, AWS, C#, HTML/CSS, VBA, and Blazor. I developed 15 Power BI dashboards that provided real-time visibility into organizational KPIs, empowering executive leadership to make data-driven decisions that shaped business strategy. While earning my Salesforce Admin Certification, I took on managing and enhancing Salesforce workflows, creating custom forms, and leveraging native features like revenue assurance to streamline sales processes and improve forecasting accuracy by 20%. My leadership in implementing Six Sigma-governed procedures saved \$850K in FY22-FY23, and I spearheaded seamless systems integration for three acquisitions. By designing 3 Blazor websites, I reduced customer quoting from 10 days to hours and cut annual spend by \$200K. My data warehouse and automation initiatives saved over \$750K, earning me an "Exceptionally Exceeds Expectations" award.

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

Associate in Computer Science

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)
- 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
- 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

- Spanish - Fluent
- English - Fluent

Links

<https://github.com/zandratharp2012>

<http://linkedin.com/in/zandratharp>

Certifications and Licenses

IBM Relational Database Administrator Professional

July 2025 to Present

Certified Salesforce Administrator