

# Zandra Gonzalez Tharp

San Antonio, TX 78252

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## Professional Summary

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Business Intelligence manager 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. Migrated SQL databases to an upgraded server with zero production downtime. Engineered a dynamic pipeline integrating Oracle APIs and optimized ETL workflows to automate SCD. I created power bi dashboards that cut manual errors by 90% and built two 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

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### **Manager, Enterprise Business Intelligence**

Aviat Networks-San Antonio, TX

February 2021 to Present

As a certified Database Administrator and Salesforce Administrator, I led a team of five analysts and developers using Agile Scrum methodologies to deliver more than 25 enterprise projects from concept through successful production deployment across FY24 and FY25. I designed and implemented a scalable, partitioned database architecture that supported over 500 concurrent users, delivered efficient query response times, and ensured fully automated, reliable backups. In addition to comprehensive data pipelines that preserved years of historical data, I implemented slowly changing dimensions (SCD) that produced net change reports for sales and billing teams, eliminating days of manual reconciliation each month. These systems powered 3 custom applications and 15+ executive Power BI dashboards, providing KPI visibility and driving a 200% improvement in forecast pipeline accuracy.

At the same time, I developed two custom internal web applications, process automation tools, and an integrated functionality between Salesforce and Oracle EBS. This created a seamless, end to end flow for sales and order management, eliminating duplicate data entry, reducing order to cash cycle times, and ensuring data consistency across both platforms. Collectively, these initiatives reduced quoting cycles from ten days to two, automated milestone tracking and payment enforcement, removed more than ten repetitive data entry steps, and streamlined commission calculations. This delivered \$950,000 in documented cost savings and \$750,000 revenue increase FY22 through 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

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### **Computer Science (Associate)**

AUSTIN COMMUNITY COLLEGE-Austin, TX

August 2016 to May 2019

## Skills

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- Cloud & Tools: Azure, AWS, Azure DevOps, Power BI, Tableau, Git/GitHub, Jenkins, Docker, Salesforce, Oracle EBS, Power Automate
- Leadership: Agile/Scrum, Team Management, Project Leadership, Requirements Gathering, Cross-functional Collaboration
- Databases: SQL Server, Oracle, MySQL, DB2, PostgreSQL, Azure SQL, Database Backup/Recovery, Indexing, Query Optimization
- Lean Six Sigma
- Data Engineering & Architecture: ETL/ELT, Data Modeling, SCD Types 1-3, Data Warehousing, Star/Snowflake Schemas, API Integrations, Data Pipelines, Automation, CI/CD, DevOps, Database Partitioning, Performance Tuning, Data Migration, Data Quality, Data Governance
- Healthcare

- Programming: SQL, Python, HTML/CSS, C# .NET, PowerShell, VBA, JSON, YAML, C++, .NET, ASP.NET Core, Flask, XML

## Languages

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- English - Fluent
- Spanish - Fluent

## Links

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<https://github.com/zandratharp2012>

<https://zandratharp2012.github.io/>

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

## Certifications and Licenses

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### **Relational Database Administration (DBA)**

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