



# Olivia Martinez

## Business Data Analyst I

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### STRENGTHS

- 🧠 **Critical Thinker**  
Integrates thorough analysis and insight in tackling complex data challenges efficiently.
- 🗣️ **Effective Communicator**  
Simplifies data discussions, gaining executive confidence and driving alignment in projects.
- ✅ **Detail-Oriented**  
Focuses on data sanitization, cultivating trust in reports presented to stakeholders.
- 🔄 **Adaptable**  
Quickly adjusts strategies based on evolving industry standards, demonstrating resilience.
- 🔧 **Problem Solver**  
Able to dissect intricate problems, devising practical solutions customers appreciate.

### SKILLS

Data Analysis EDI Management

Salesforce Data Integrity

Cross-Functional Collaboration

Advanced Data Interpretation

Customer Relationship Management

SQL Analytics Tools Reporting

Statistical Analysis

Database Management Teamwork

Attention to Detail

Process Improvement

Technical Support

### LANGUAGES

English Native

### SUMMARY

Data analyst with over four years of experience in the energy sector, focusing on data integrity and analysis. Proficient in collaborating with cross-functional teams and utility providers to ensure accurate data exchange and improve operational processes. Recognized for delivering actionable insights that influence decision-making and enhance efficiency. Experienced in managing EDI requests along with supporting sales teams with technical data needs. This role involves ensuring the accuracy of customer account data while collaborating with utility companies to stabilize data validation processes. Eagerness exists to contribute to Bright Energy Solutions' mission of providing clean energy.

### EXPERIENCE

#### Business Data Analyst

Green Light Energy 📅 June 2021 - Present 📍 Chicago, IL

Currently ensuring accuracy within customer account data and maintaining historical usage flows to boost data reliability. Collaborates closely with sales and account management to resolve discrepancies effectively, enhancing overall operational efficiency and engagement across departments.

- Engaged with utility partners, staying informed on data requirements for improved compliance.
- Acted as a key liaison providing advanced technical support to ensure smooth operations.
- Managed EDI requests; addressed complex issues related to data swiftly, fostering trust and responsiveness.
- Identified trends in usage data, translating findings into actionable strategies for process improvement.

#### Junior Data Analyst

Bright Horizons Utilities 📅 January 2019 - May 2021 📍 Chicago, IL

Supported efforts in analyzing customer usage data, gaining valuable exposure to data reporting mechanisms within the team. Helped implement data validation processes, enhancing both accuracy and internal communications.

- Tracked patterns to address inconsistencies in data through analytical reviews.
- Worked collaboratively with cross-functional teams on various data-driven projects.
- Facilitated team discussions around insights gathered from data analyses.
- Prepared reports on findings concerning data integrity challenges faced by the organization.

### LEADERSHIP & AWARDS

- Recognized Employee of the Month for exceptional contributions to improving data accuracy.
- Received commendation for proactive risk mitigation strategies enhancing team performance.

### EDUCATION

#### Bachelor's Degree in Data Science

University of Illinois at Chicago 🎓 GPA: 3.5 📅 2018 📍 Chicago, IL

**Coursework:** *Data Analysis, Probability & Statistics, Machine Learning, Database Management*

### CERTIFICATIONS

- Certified Business Analysis Professional (CBAP) 📅 2022
- Lean Six Sigma Green Belt 📅 2023

Spanish Proficient

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## MY CAREER

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- Business Data Analyst at Green Light Energy (4.9 Years)
- Junior Data Analyst at Bright Horizons Utilities (2.3 Years)

## TECHNICAL SKILLS

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- **Data Management Systems:** SQL Server, Oracle, MySQL
- **Analytics Tools:** Tableau, Power BI, Excel
- **Data Processing Software:** Python, R, MATLAB
- **Project Management Tools:** Trello, Asana, JIRA
- **Communication Tools:** Slack, Microsoft Teams, Zoom

## PROFESSIONAL AFFILIATIONS

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- Member of the Data Science Association supporting the sharing of best practices amongst peers.
- Active participant in local tech meetups, fostering networking opportunities and personal growth.

## ADDITIONAL INFORMATION

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**Work Status** : Authorized to work in United States. No sponsorship required.

## REFERENCES

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AVAILABLE ON REQUEST