

# Olivia Martinez

(312) 555-7623 olivia.martinez@example.com

linkedin.com/in/oliviamartinez 456 Maple St, Chicago, IL 60610



## 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

June 2021 - Present

Green Light Energy

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

January 2019 - May 2021

Bright Horizons Utilities

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

2018

University of Illinois at Chicago GPA: 3.5

Chicago, IL

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

## CERTIFICATIONS

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

## TECHNICAL SKILLS

- 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

## SKILLS

- Data Analysis
- Cross-Functional Collaboration
- Analytics Tools
- Teamwork

- EDI Management
- Salesforce
- Data Integrity
- Advanced Data Interpretation
- Customer Relationship Management
- SQL
- Reporting
- Statistical Analysis
- Database Management
- Attention to Detail
- Process Improvement
- Technical Support

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## PROFESSIONAL AFFILIATIONS

- 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.

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## LANGUAGES

- English (Native)
- Spanish (Proficient)

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## ADDITIONAL INFORMATION

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

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## REFERENCES

AVAILABLE ON REQUEST