



# Sophia Williams

## Business Systems / Data Analyst

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### STRENGTHS

- Problem Solving**  
Specialized approach allowed for swift resolution of client issues, gaining their trust during engagements.
- Analytical Thinking**  
A knack for breaking down complex data scenarios turned challenges into opportunities for business improvement.
- Effective Collaboration**  
Excelling in fostering a team-oriented atmosphere has built lasting partnerships and boosted team morale.
- Client Engagement**  
Interacted regularly with clients, understanding their unique needs and translating them effectively into actionable goals.
- Attention to Detail**  
Engaging in discussions with clientele revealed nuanced requirements often overlooked initially.

### SKILLS

SQL Data Analysis Kafka

Business Requirements Gathering

System Integration

Cost-Benefit Analysis

### LANGUAGES

English Native

Spanish Intermediate

### SUMMARY

Business Systems Analyst with over four years' experience in banking and finance. Expertise spans data analysis, system integration, and requirements gathering while proficient in SQL and data streaming platforms like Kafka. Set on enhancing operational efficiencies and data compatibility through collaborative efforts with internal teams and stakeholders. A track record of improving system functionalities and service delivery by addressing business needs with precise technology solutions creates a meaningful impact.

### EXPERIENCE

#### Business Systems / Data Analyst

Tech Innovations LLC 📅 June 2021 - Present 📍 Pittsburgh, PA

At Tech Innovations, held responsibility for ensuring seamless communication between business units and development teams. Gathered critical requirements and conducted extensive cost-benefit analyses which informed operational strategies.

- Collaborated with various departments to document functional requirements.

#### Junior Business Analyst

Data Solutions Corp 📅 July 2019 - May 2021 📍 Pittsburgh, PA

Supported system upgrade projects by engaging in data migration and requirement analysis. Partnered closely with IT teams, improving overall quality assurance processes regarding systems performance.

- Created and maintained documentation for project implementations.
- Facilitated cross-departmental meetings discussing analytic results

### LEADERSHIP & AWARDS

- Outstanding Employee Award for delivering excellence in system integration at Tech Innovations LLC.
- Recognition for project contributions towards improved operational efficiency at Data Solutions Corp.

### EDUCATION

#### Bachelor's Degree in Information Systems

University of Pittsburgh 🎓 GPA: 3.8 📅 2019 📍 Pittsburgh, PA

**Coursework:** *Systems Design, Data Analysis, Database Management, Software Development*

### CERTIFICATIONS

- Certified Business Analysis Professional (CBAP) 📅 2022
- Agile Certification 📅 2023

### TECHNICAL SKILLS

- Data Analysis Tools:** Tableau, Excel, R
- Project Management Tools:** JIRA, Asana, Trello
- Database Technologies:** MySQL, PostgreSQL, MongoDB
- Programming Languages:** Java, Python, C#
- Methodologies:** Agile, Waterfall, Scrum
- Operating Systems:** Windows, macOS, Linux
- Cloud Platforms:** AWS, Azure, GCP
- Communication Tools:** Slack, Microsoft Teams, Zoom

## MY CAREER

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● Business Systems / Data Analyst at Tech Innovations LLC (4.9 Years)

● Junior Business Analyst at Data Solutions Corp (1.8 Years)

- **Version Control:** Git, SVN , Mercurial
- **Web Technologies:** HTML, CSS, JavaScript

## PROFESSIONAL AFFILIATIONS

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- Active member of the Pittsburgh Business Analysts Networking Group.
- Volunteer with the local community tech initiatives focusing on digital literacy.

## 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