

# Sophia Martinez

## Data Analyst, Quality

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### SUMMARY

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Driven data analyst with over two years of experience in operational analysis and performance metrics. Expertise lies in collecting and analyzing complex datasets while ensuring data accuracy and actionable insights. Sustained engagement with stakeholders supports effective communication for process improvement initiatives. A commitment to enhancing client relationships is reflected in collaborative efforts across various teams. Ambitious about contributing to strategic objectives within a hybrid work environment at Insightful Data Solutions.

### EXPERIENCE

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#### Data Analyst

Data Insights Group 📅 June 2021 - Present 📍 Chicago, IL

As a data analyst, augmented operational service delivery through comprehensive data collection and trend monitoring. Supported KPI achievement within performance metrics seamlessly while collaborating with internal teams to refine reporting routines.

- Conducted in-depth analysis to support operational quality improvements and service adherence.
- Directed vendor communications for conflict resolution, fortifying collaborative relationships.
- Created training materials designed to elevate stakeholder comprehension of data tools.
- Championed the use of Business Intelligence solutions to enhance storage management efficiency.

#### Junior Data Analyst

Analytical Solutions Inc. 📅 January 2020 - May 2021 📍 Chicago, IL

Assisting as a junior data analyst involved gathering and organizing data from diverse sources for reporting processes.

- Provided support during the transition of supply management systems, adhering to project timelines.
- Executed rigorous trend analyses facilitating informed decision-making for operational enhancements.
- Streamlined data collection protocols improving overall accuracy and efficiency.
- Collaborated with interdisciplinary teams to analyze intricate datasets for actionable strategies.

### LEADERSHIP & AWARDS

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- Outstanding Contributor Award at Data Insights Group
- Excellence in Data Analytics Leadership Scholarship

### EDUCATION

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#### B.S. in Data Science

University of Illinois at Chicago 🎓 GPA: 3.8 📅 2019 📍 Chicago, IL

*Coursework: Database Management, Data Visualization, Statistical Analysis, Machine Learning*

### CERTIFICATIONS

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- SQL Certification 📅 2021
- Data Analysis Fundamentals 📅 2022

### TECHNICAL SKILLS

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- **Data Collection Tools:** Excel, Google Sheets, SQL Server
- **Data Visualization Tools:** Tableau, Power BI, Looker
- **Programming Languages:** Python, R, VBA
- **Communication Tools:** Slack, Microsoft Teams, Zoom
- **Project Management Tools:** Trello, Asana, Monday.com
- **Statistical Analysis Tools:** RStudio, SPSS, SAS
- **Database Management Systems:** MySQL, PostgreSQL, Oracle Database
- **Cloud Services:** AWS, Azure, Google Cloud
- **Collaboration Platforms:** GitHub, Bitbucket, JIRA
- **Document Management Tools:** SharePoint, Confluence, Box

### SKILLS

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- Data Analysis
- Data Visualization
- Data Hygiene
- Process Improvement

- SQL
- VBA
- Microsoft Office Suite
- Performance Metrics
- Client Relations
- KPI Tracking
- Operational Reviews
- Business Intelligence
- Conflict Resolution
- Trend Analysis
- Reporting Routines
- Operational Efficiency

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## PROFESSIONAL AFFILIATIONS

- Member of Chicago Data Analysts Society
- Active contributor to Women in Tech initiatives

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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