



# Sophia Mitchell

## Operations Data Analyst

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### SUMMARY

Detail-oriented Operations Data Analyst with over 6 years of experience in data analytics and business intelligence. Proficient in Power BI, Excel, and SQL, with a solid understanding of supply chain processes and data governance principles. Committed to delivering actionable insights that drive operational improvements and strategic decision-making. Adept at collaborating with cross-functional teams to enhance data visibility and reporting consistency. Experienced in developing analytical models and dashboards that facilitate effective demand planning and inventory management. Passionate about leveraging emerging technologies, including AI, to optimize business performance and automate reporting processes.

### STRENGTHS

- Analytical Thinking**  
Consistently recognized for translating complex data into understandable reporting formats, enabling effective business decisions.
- Team Collaboration**  
Regularly sought by peers for consensus-building on projects, positively influencing group dynamics.
- Tool Proficiency**  
Excel and Power BI expertise often leads to leadership appointments during critical data analysis projects.
- Communication Skills**  
Able to break down intricate analyses into clear narratives, simplifying complex insights for impactful presentations.
- Process Improvement**  
Pioneered multiple workflow enhancements that significantly increased data handling speed and output quality within teams.

### SKILLS

- Power BI SQL Python Excel
- Tableau Data Analysis
- Business Intelligence Supply Chain
- Dashboard Development
- Reporting Tools Data Management
- Predictive Modeling
- Statistical Analysis
- Data Visualization

### EXPERIENCE

#### Operations Data Analyst

TechnoMetrics Inc. 📅 January 2019 - Present 📍 Chicago, IL

Focus on driving data-informed decisions across diverse operational areas, including demand planning and logistics. Responsible for delivering accurate reporting and insightful analytics to improve overall performance.

- Deliver timely reports that enhance operational efficiency.
- Enhance reporting dashboards using Power BI while ensuring data reliability.
- Collaborate with cross-functional teams to identify analytical needs.
- Develop analytical models that support consistent tracking of performance metrics.

#### Business Intelligence Analyst

Insightful Analytics Group 📅 June 2016 - December 2018 📍 Chicago, IL

Provided analysis and intelligence solutions to inform business strategies and operations. Maintained data integrity and worked closely with stakeholders to meet analytic demands.

- Created engaging dashboards that visualized complex datasets for easier conclusions.
- Worked diligently with various departments to ensure their reporting needs were met.
- Streamlined workflows that improved data collection and analysis processes.
- Conducted training sessions on data tools like Tableau and SQL.

#### Data Analyst Intern

Analytics Co. 📅 May 2015 - August 2015 📍 Remote

Gained practical experience assisting full-time analysts with data tasks and project initiatives within a fast-paced environment.

- Supported the development of dynamic reports to reflect departmental KPIs.
- Participated in data validation efforts to ensure accuracy before dissemination.
- Interacted regularly with senior analysts to refine reporting tools.
- Assisted in ad-hoc analysis to determine best practices.

### LEADERSHIP & AWARDS

- Employee of the Month for outstanding data reporting work in April 2021.
- Recipient of the Innovation Award for implementing AI solutions that optimized operations in November 2022.

### EDUCATION

#### Bachelor's Degree in Business Administration

University of Illinois Chicago 🎓 GPA: 3.8 📅 2016 📍 Chicago, IL

**Coursework:** *Statistics, Data Visualization, Supply Chain Management, Information Systems*

#### Master's Degree in Data Analytics

University of Illinois Chicago 🎓 GPA: 3.7 📅 2018 📍 Chicago, IL

Inventory Management

Project Coordination

## LANGUAGES

English Native

Spanish Proficient

## MY CAREER



● Operations Data Analyst at TechnoMetrics Inc. (7.3 Years)

● Business Intelligence Analyst at Insightful Analytics Group (2.5 Years)

● Data Analyst Intern at Analytics Co. (3 Months)

**Coursework:** *Data Mining, Predictive Analytics, Database Management, Big Data Technologies*

## CERTIFICATIONS

- Certified Business Analysis Professional (CBAP) 📅 2020
- Tableau Desktop Specialist 📅 2021

## TECHNICAL SKILLS

- **Data Management Tools:** MySQL, Oracle, Microsoft SQL Server
- **Reporting Tools:** Tableau, Power BI, Google Data Studio
- **Programming Languages:** Python, R, SQL
- **Data Processing Tools:** Excel, Python Pandas, RStudio
- **Statistical Software:** SAS, SPSS, Excel
- **Big Data Technologies:** Hadoop, Spark, Hive
- **Version Control Systems:** Git, GitHub, Bitbucket
- **Visualization Libraries:** Matplotlib, Seaborn, D3.js
- **AI & Machine Learning Tools:** TensorFlow, Scikit-Learn, Keras
- **Collaboration Platforms:** Slack, Trello, Asana

## PROFESSIONAL AFFILIATIONS

- Member of the Chicago Data Analysts Network, fostering collaboration among local professionals.
- Active participant in the Women in Technology mentorship program, encouraging diversity in STEM.

## ADDITIONAL INFORMATION

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

## REFERENCES

AVAILABLE ON REQUEST