

Malia Campbell

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SUMMARY

Quality assurance and GRC analyst with seven years of progressive experience across tax and revenue operations, control testing, **data analytics**, fraud risk review, and compliance improvement. Advanced SQL and Python practitioner who builds repeatable models, reconciles complex transaction populations, and converts exceptions into practical control recommendations. Leads **risk based QA** engagements from scope definition through reporting, maintains requirements traceability, establishes KPIs and **error thresholds**, and presents findings to operational and executive stakeholders. Background includes cloud enabled processes, screening rule refinement, dashboard development, and investigation of anomalous refunds and account activity. Combines technical analysis with sound judgment, organized delivery, and clear communication in regulated environments. Proficient with Google Suite, Microsoft Excel, and Word, with strong capability in GRC, **tax data auditing**, operational risk, and quality control design.

EXPERIENCE

Senior Quality Assurance Analyst

July 2024 - Present

Front Range Fiscal Analytics

Colorado Springs, CO

Leads taxation QA engagements across risk based reviews, control testing, cloud enabled workflows, stakeholder reporting, and operational improvement. Owns scoped delivery, review evidence, exception communication, and repeatable procedures for regulated revenue processes.

- Led risk based **taxation** QA using documented requirements and review evidence for scoped engagements.
- Defined QA scope and maintained **traceability matrices** across **tax workflows**, controls, and stakeholder requirements.
- Reviewed anomalous **refunds** and account activity, escalating exceptions through structured operational risk analysis.
- Established KPI definitions and **error thresholds** that gave stakeholders clearer control performance visibility.
- Coordinated cross functional reviews and presented findings that supported practical compliance decisions.

GRC Data Analyst

June 2022 - June 2024

Canyon Ledger Consulting

Denver, CO

Built SQL and Python analytics for GRC reviews, data reconciliation, control evaluation, dashboard reporting, and risk focused recommendations. Supported clients with **cloud software** analysis, requirements research, screening rule reviews, and clear executive communication.

- Built SQL models that combined tax data populations for repeatable **GRC** analysis and reporting.
- Used Python cleaning routines to reconcile transaction records and isolate procedural exceptions for review.
- Tested screening logic and added data fields to improve **fraud** review accuracy and reduce **false positives**.
- Created **dashboards** and reports that translated **control gaps** into practical operational recommendations.
- Presented complex requirements and analytical findings to stakeholders during structured leadership briefings.

Compliance Analytics Specialist

October 2019 - May 2022

Mesa Public Finance Services

Pueblo, CO

Reviewed revenue accounts, refunds, **transactions**, and controls through **tax data auditing** and compliance analytics. Applied structured validation, documentation, stakeholder coordination, and investigative judgment across operational risk and quality control work.

- Reviewed high risk revenue accounts and refunds using documented tax data audit procedures.
- Analyzed transaction exceptions with **SQL** and **Excel**, supporting timely investigation of unusual activity.
- Documented **control gaps** and operational improvements for compliance review and management reporting.
- Maintained validation records that improved repeatability across recurring account and refund examinations.
- Communicated exceptions promptly with operational partners and supported follow through on corrective actions.

PROJECTS

Tax Transaction Risk Dashboard 📅 2024

Built a practical analytics concept for reviewing tax transactions, refund activity, control exceptions, and KPI trends. SQL and Python support repeatable data preparation, dashboard reporting, and focused stakeholder review.

Screening Rule Quality Review 📅 2023

Evaluated screening logic, added data fields, and false positive patterns within a fraud risk review context. Findings supported clearer testing decisions and more useful operational recommendations.

LEADERSHIP & AWARDS

- Recognized for dependable leadership across risk based taxation QA engagements and stakeholder reporting.
- Received professional recognition for translating complex tax data exceptions into practical control recommendations.

EDUCATION

Bachelor's Degree in Business Analytics

University of Colorado Colorado Springs GPA: 0

Coursework: SQL, Python, statistics, data visualization, business intelligence

2019
Colorado Springs, CO

CERTIFICATIONS

- Certified in Risk and Information Systems Control 📅 2025
- Tax Compliance and Data Auditing 📅 2024

TECHNICAL SKILLS

- **Query and Programming:** SQL, Python, Excel
- **GRC Platforms:** Governance, risk, compliance
- **Tax Data Systems:** Tax workflows, revenue accounts, refund records
- **Quality Assurance:** Risk based QA, control testing, review evidence
- **Data Preparation:** Data extraction, data cleaning, data combination
- **Analytics Reporting:** Dashboards, KPI reports, exception reports
- **Fraud Detection:** Screening rules, fraud analytics, false positive review
- **Office Applications:** Google Suite, Microsoft Word, Microsoft Excel
- **Requirements Management:** Requirements research, traceability matrices, scope control
- **Risk Analysis:** Operational risk, insider threat review, control gap analysis

SKILLS

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|---------------------|-------------------------|-----------------------|-----------------------------|
| • Advanced SQL | • Tax analytics | • Dashboard reporting | • Cloud software |
| • Python | • Fraud risk screening | • Data auditing | • Google Suite |
| • Quality assurance | • KPI design | • Risk analysis | • Stakeholder presentations |
| • GRC | • Traceability matrices | • Control testing | |

PROFESSIONAL AFFILIATIONS

- Professional focus includes tax data auditing, governance, risk, compliance, and quality assurance.
- Colorado based analytics practitioner committed to clear evidence, responsible review, and sound operational judgment.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST