

VANESSA ZAVALA

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CORE SKILLS

- **Business Intelligence & Reporting:** Power BI, Jet Reports, Jet Analytics, Dashboards, KPIs
- **Backend & Frontend Development:** SQL, Jet Data Manager, Power Apps (Canvas & Model-Driven), Data Connectors, APIs
- **Data Transformation:** Power Query (M), DAX, Excel (advanced)
- **Software & Development:** C++, Java, Python, Javascript, Agile methodologies
- **Automation & Process Improvement:** Power Automate, Workflow Automation, JSON/HTML for email automation, Root-cause analysis, Testing, Process Improvement
- **Collaboration & Documentation:** Requirements gathering, Cross-functional teamwork, Technical specifications
- **Cloud Tools:** Azure, Dynamics 365, SharePoint
- **Support & Maintenance:** Troubleshooting, Technical Maintenance, Customer Service

PROFESSIONAL SUMMARY

Business Intelligence Analyst with a computer engineering background and 3+ years of IT experience. Skilled in backend (SQL, Jet Data Manager, Jet Reports, Jet Analytics) and frontend development (PowerApps, Power BI dashboards) to deliver end-to-end solutions. Experienced in automating reporting processes, improving compliance documentation, and enabling data-driven decision-making. Strong communicator with a growing interest in expanding expertise into hardware engineering roles.

PROFESSIONAL EXPERIENCE

Bigge Crane and Rigging, Houston, TX

January 2025– Present

Business Intelligence Analyst

- Develop backend data models using (SQL, Jet Data Manager), ensuring data integrity and performance of reporting systems.
- Design and deliver frontend dashboards and reports in Power BI and Jet Reports, providing executives and managers with actionable KPIs and trend analysis.
- Automated cross-department report requests by building a Power Automate flow integrated with Microsoft Forms, SharePoint, Outlook, and Devops - enhancing documentation, compliance, and collaboration
- Partner with leadership to deliver innovative BI solutions, ensuring data integrity and actionable reporting across systems.

Bigge Crane and Rigging, Houston, TX

August 2021 – Dec 2024

IT Applications Developer

- Developed PowerApps solutions, integrating backend systems to streamline business operations and automate workflows, improving efficiency across the organization.
- Designed Power Automate workflows to automate processes, reducing manual effort and increasing productivity.
- Provided ongoing support, including troubleshooting, root-cause analysis, and technical maintenance, ensuring high system availability.
- Collaborated with Stakeholders to document user requirements and create functional specifications.
- Performed Quality Assurance testing on new solutions, ensuring functionality and alignment with business goals.

Bigge Crane and Rigging, Houston, TX

May 2021 – August 2021

Service Desk Technician

- Assisted in troubleshooting hardware and software issues, ensuring minimal downtime for users.
- Assisted in running maintenance on inventory applications and BYOD systems, ensuring smooth firmware integration with hardware for the service desk.
- Leveraged PowerAutomate and scripting languages to automate routine processes, improving service desk operations and reducing downtime.

EDUCATION

University of Houston, Houston, TX

Bachelor of Science - Computer Engineering

Technical Projects

- **Finance & Department Report Request Flow:** Built a Power Automate flow integrated with Microsoft Forms, SharePoint, Outlook, and DevOps to automate report requests. Included HTML email structure and JSON parsing for attachments. Improved compliance documentation and request traceability.
- **Inventory Management Power App:** Designed a PowerApp to track and manage technology assets using a QR code scanning for rapid updates, reducing human error and operational costs.
- **BYOD (*Bring your own device*) Power Automate Cloud Flow:** Developed a cloud flow using Microsoft Forms and email automation to streamline user data management for accounting and billing purposes.