



PROFILE SUMMARY

Analyst with proven success in reducing operational costs by 40% through automation of SQL queries, process optimization and business tool refinement. Skilled at transforming data into actionable insights that improve efficiency, scalability, and business outcomes.

WORK EXPERIENCE

- Database Analyst | Bay Area Ridge Trail Council

June 2024 – Present

 - Led the business analysis and implementation of Tableau dashboards across departments by gathering reporting requirements, identifying key data sources, and partnering with additional technical teams to integrate system usage, website traffic, and AR/AP metrics—enabling data-driven decision-making and contributing to a 15% increase in revenue through improved financial visibility and performance tracking.
 - Research Design & Methods: Created and maintained SOPs in response to recurring internal data requests, standardizing intake and documentation processes to support ongoing improvements in data quality, resulting in faster report creation and an increase of productivity tracked by user touchpoints and communication.
 - Facilitated cross-functional workshops with stakeholders to gather and define technical and business requirements, enabling the development of user-centric solutions and streamlining workflows for improved efficiency.
 - Developed, tested, and maintained MySQL & SOQL queries for data extraction, validation, and reporting, ensuring 99% data accuracy across dashboards and enabling the on-time delivery of 100% of user requests within established SLAs.
 - Developed SOQL queries and scripts using JOINs, CTEs, and window functions to extract and validate data from multiple sources; leveraged pandas and NumPy for data cleaning, transformation, and trend analysis that supported quarterly leadership reviews.
- Business Analyst | Bayview Hunters Point Foundation

Feb 2023 – Dec 2023

 - Led cross-departmental requirements sessions with program, fundraising, and IT teams to translate stakeholder needs into clear functional requirements, accelerating delivery of new systems(Salesforce & Apricot) tools by 20%.
 - Built interactive dashboards using SQL data pulls and Excel pivot tables, empowering department heads to monitor client engagement and funding outcomes, resulting in a 15% improvement in program responsiveness.
 - Facilitated requirements elicitation sessions with stakeholders across departments, translating business needs into clear, actionable requirements to support fundraising initiatives and drive improvements in program and service delivery.
 - Developed and maintained over 30 process documents and user manuals using Microsoft 365 and SharePoint, increasing procedural adherence across 4 departments and cutting onboarding time for new staff by 20%.
- CRM Data Analyst | ClimbHire

Aug 2020 – Nov 2022

 - Developed and delivered Salesforce training materials and onboarding sessions for 50+ users, boosting platform adoption to 95% and increasing reporting accuracy and operational efficiency by 30% across teams.
 - Designed and deployed 40+ advanced Salesforce reports and dashboards, applying row-level and aggregate data modeling to surface KPIs, enhancing executive visibility into live program metrics and improving decision-making speed by 25%.
 - Implemented automated task intake and tracking systems in Asana, reducing manual data entry by 40%, improving program user turnaround time by 35%, and accelerating clientel outreach workflows.
 - Partnered with developers and QA teams to define acceptance criteria, test scripts, and validation scenarios, ensuring 100% of releases met quality benchmarks and were delivered within sprint timelines.
 - Led user feedback and requirements-gathering sessions with 5 cross-functional teams, designing scalable CRM solutions that improved data quality by 20% and boosted fundraising performance by 15%.

EDUCATION AND CERTIFICATIONS

CAL STATE EAST BAY	HAYWARD, CA
Bachelor of Science (Management in IT)	2020
Sacramento State	Sacramento, CA
Master of Science Business Analytics	2026
Salesforce Platform Administrator	2023

Projects

- Analytics Engineering with Airbnb: End-to-End Data Pipeline | Snowflake, Python, DBT, Git, Gitbash, SQL | 2025
 - Simulated the role of an Analytics Engineer at Airbnb by building an end-to-end data pipeline using Snowflake, dbt, and Preset. Cleaned, transformed, and tested real Airbnb Berlin data, implemented data quality checks, managed model dependencies, and delivered a BI dashboard with clear documentation and automation.
- DEA Analysis Zomato | RStudio, Python, Modeling | 2025
 - Conducted data envelopment analysis (DEA) on Zomato delivery data in RStudio to identify efficient delivery agents. Applied data cleaning, visualization, and statistical techniques in R to deliver insights on efficiency based on customer rating as input and delivery time, age, and traffic score(converted to 1-4 scale).

Skills

Languages & Tools: SQL (CTEs, joins, subqueries, window functions), Python (pandas, NumPy, matplotlib), Tableau, Salesforce (SOQL, reporting & automation), Excel (Power Query, PivotTables, VBA/macros), Asana, Microsoft 365, SharePoint, Power BI (basic proficiency), Salesforce Administration, Salesforce Analytics.