Krista Andrews

andrewsmkrista@gmail.com | 602-475-4797 | www.hirekrista.com | www.github.com/Krista07

PROFESSIONAL SUMMARY

Transitioning from a Data Analyst role to IT Support and Systems Administration, leveraging expertise in data management, automation, and troubleshooting to drive efficient technical solutions. Currently studying for the CompTIA A+ certification to build skills in hardware, networking, and IT infrastructure while applying analytical problem-solving to IT operations.

Education and Training

Bachelor of Statistics, Arizona State University

Certification in Data Analytics, Arizona State University

Certification in Web Development, Glendale Community College

Skills

Technical Skills Python, SAS, SQL, HTML, CSS, XML, Hardware & System Assembly
Data Skills Data cleaning, Data Transformation, KPI development, Statistical Analysis, Data Warehousing
Soft Skills Written & Verbal Communication, Adaptability, Teamwork, Problem-solving, Client-facing, Project Management
Software Skills Excel, Tableau, Power BI, GitHub, Microsoft Office, Salesforce

Professional Experience

Supply Chain Analyst   Oct. 2023 - Oct. 2024
Amazon   Tempe, AZ
- Provided technical troubleshooting and system support for AWS QuickSight, Redshift, and SQL based databases, ensuring smooth data operations for cross-functional departments
- Served as project lead for cross-department initiatives, delivering live periodic updates. Utilizing Excel, AWS Quicksite, SQL, database management, and reporting
- Created technical documentation for internal tools, data processes, and best practices to assist non-technical users in troubleshooting issues

Business Analyst Intern   Aug. 2022 – Oct. 2023
Greater Phoenix Economic Council   Phoenix, AZ
- Achieved 7.85% business growth by analyzing relocation data with Salesforce, Python, Excel, ZoomInfo, and Crunchbase
- Led workflow documentation protocols, which led to a 95% improvement in user error and data quality standards
- Developed an automation script that extracted, transformed, and loaded a master file using Python and Excel

Senior Fraud Analyst   Aug. 2018 – Aug. 2021

Discover Financial Services   Phoenix, AZ

- Subject matter expert on financial data to detect irregularities in areas such as billing trends, financial relationships, and regulatory compliance procedures
- Saved over one million dollars in misidentified fraudulent claims on customer accounts using research techniques
- Kept up to date with current money laundering schemes, regulations, and reporting procedures

Projects

Password Generator Software. Developed a Python-based password generator that creates secure, randomized passwords following best web security practices. Designed for public use, ensuring stronger password protection and improved cybersecurity.

Cost Effective Medicare Plan. Leveraged SAS and ETL processes to analyze 2008-2010 Medicare data, identifying the most cost-effective plans for patients with diabetes and heart conditions based on key health metrics.

Pokemon Interactive Data. Collected and processed Pokémon character data using advanced Excel techniques, then visualized it in Tableau with advanced filtering and interactive techniques to enhance user engagement and data exploration.