**Krista Andrews**

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**­­PROFESSIONAL SUMMARY**

Data-driven professional with expertise in Excel, Python, and data visualization tools like Tableau and Power BI. Experienced in transforming complex datasets into actionable insights, optimizing business processes, and delivering data-driven solutions to enhance operational efficiency. Skilled in data mining, modeling, and automation to support strategic decision-making in fast-paced environments.

**Education and Training**

**Bachelor of Statistics**, Arizona State University

**Certification in Data Analytics**, Arizona State University

**Certification in Web Development**, Glendale Community College

**Skills**

**Data Analysis:** SQL, Python, Excel (pivot tables, VLOOKUP, nested IF formulas), Tableau, Power BI, AWS Quicksight

**Data Management:** Data mining, modeling, cleansing, and transformation

**Tools:** Salesforce, AWS Redshift

**Soft Skills:** Problem-solving, task prioritization, customer service, cross-functional collaboration, SharePoint, OneNote, PowerPoint

**Professional Experience**

**Transportation Analyst** Oct. 2023 - Oct. 2024

Amazon Tempe, AZ

* Designed and maintained AWS QuickSight dashboards connected to AWS Redshift, enabling real-time tracking of warehouse ticket requests and optimizing supply chain operations
* Managed multiple ongoing priorities and adhered to strict SLAs, delivering high-quality analytical outputs on time and within scope
* Documented and modified business processes and procedures to optimize logistics operations, reducing operational waste by 20%

**Business Analyst Intern** Aug. 2022 – Oct. 2023

Greater Phoenix Economic Council Phoenix, AZ

* Achieved 7.85% business growth by analyzing relocation data and presenting actionable insights to stakeholders through PowerPoint presentations
* Led workflow documentation protocols, improving data quality standards and reducing user errors by 95%.
* Developed an automation script in Python to extract, transform, and load (ETL) a master file, reducing manual effort by 40%.

**Senior Fraud Analyst** Aug. 2018 – Aug. 2021

Discover Financial Services Phoenix, AZ

* Investigated and resolved fraudulent activity by analyzing transaction patterns, speaking with customers, and coordinating with law enforcement to verify claims and prevent financial losses
* Recovered over $1 million in misidentified fraudulent claims by using advanced research techniques, pattern recognition, and fraud detection tools
* Maintained professionalism and composure in difficult conversations with customers, criminals, and legal authorities, demonstrating strong conflict resolution and problem-solving skills in a fast-paced environment

**Projects**

**Password Generator Software**

* Developed a Python script to automate the creation of secure, customizable passwords, addressing the common challenge of time-consuming and insecure password generation
* Streamlined the password creation process, reducing the average time spent generating a secure password from 5 minutes to under 10 seconds per user
* Designed the script to allow users to specify password length and complexity, ensuring compliance with security best practices
* Demonstrated problem-solving skills by creating a tool that improves efficiency and enhances cybersecurity for individuals and teams

**Regional Performance Analysis Dashboard**

* Designed and developed an interactive Tableau dashboard to analyze regional performance metrics, including shipping costs, average sales, and average discounts, enabling data-driven decision-making for logistics optimization.
* Identified the top 5 performing countries based on key performance indicators (KPIs), providing actionable insights to improve profitability and operational efficiency.
* Streamlined the reporting process, reducing the time required for regional performance analysis by 50% and enabling stakeholders to access real-time insights.
* Demonstrated strong analytical and visualization skills by translating complex datasets into clear, actionable business intelligence.