

M. Lisa Smith

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Education:

Bachelor of Science in Information Technology, Franklin University, May 2009 (GPA 3.67).

Skills: Software: PL/SQL Developer, TeraData, Microsoft SQL Server Management Studio, SAS Enterprise Guide, MSAccess, Excel, Word, Publisher, PowerPoint; Oracle 10g with SQL*Plus; Unix VI editor

August 2017 -Present Verizon Wireless (via Randstat), Hilliard, OH 43026 Reporting Data Analyst

- Responsible for auditing promotion data fallout for promotional pricing and trade-in devices to ensure the correct credits have been applied.
- Utilize a variety of proprietary software to research accounts, including MARS, ACSS, PL/SQL, Teradata, and Excel.

June 2017 - July 2017 Community Choice Financial (via Ringside Talent), Dublin, OH Risk Credit Analyst

Responsibilities include creating SQL queries and reporting on credit risk management topics; using SQL and SAS queries and reports.

2016 - March 2017 JP Morgan Chase (via Veterans Sourcing Group), Colburn, OH 43240 Business Data Analyst

Responsibilities include daily report creation from a variety of data sources in support of the Consumer & Community Banking/Mortgage Banking Underwriting Performance department.

- Maintaining the Sharepoint access tables for Underwriters and Supervisory team members.
- Ad hoc reporting as needed.

May 2015 - February 2016 Verizon Wireless (via Insight Global), Hilliard, OH Reporting Data Analyst

- Responsible for processing daily and weekly reports for senior analysts.
- Utilize a variety of proprietary software to research errors prior to recycling and purging from billing cycle.
- Software includes MARS, ACSS, PL/SQL, Teradata, and Excel.

Oct 2014 - Nov 2014 Nationwide Bank (via Tailored Mgmt.), Columbus Business Reporting Analyst:

- Responsible for processing weekly reports from a variety of data sets.
- Created a tracking database in MSAccess for lead BIA in Ops & Mgmt.
- Created ad hoc reports as requested.

July 2014 – September 2014 JPMorgan (via Modis), Columbus

Reporting Analyst

- Responsibilities included assisting with the recategorization of customer complaints for the retail consumer banking group.
- Utilized web based statistics program and MS Excel.
- Created requirements document for automation of the recats process.

February 2014 – June 2014

JPMorgan (via Collabera), Columbus, OH 43240

Data Reporting Analyst:

- Responsibilities included daily refresh of data sources within current toolsets.
- Manual detailed updates to quality database tables using provided data sets.
- Creating and delivering current state daily, weekly and monthly reporting using Access and Excel.
- Ensuring services are delivered timely, accurately and completely.
- Redesign of queries and quality database tables to accommodate newly designed data sets to be used for creation and delivery of daily, weekly and monthly reports.

July 2013 – January 2014 Humana, Inc., Dublin, OH 43017

Data Analyst:

Responsibilities included running multiple SQL queries daily to provide metrics reports for the Clinical team front-line leads to track their team member's performance. Developed and programmed MS Access databases for use by members of the Clinical team to track Facility/Provider engagement and performance over the region.

- Assist the Sr. Analyst with ongoing re-writes and updates of current SQL queries.
- Create ad hoc queries as needed for strategic consultants and others as requested.
- Update and maintain Manager's reports on department SharePoint site.
- Worked with financial department to develop and implement process for monthly ET data pulls for a current client.

June 2012 – April 2013 FacilitySource, Columbus, OH 43235

Sr. Data Analyst:

Responsible for performing a variety of tasks related to administering each database serving individual client's front-end interfaces. Performed data loading, updates and corrections to databases as requested by account managers; ensuring data accuracy. Generated reports and data pulls as requested.

- Analyze problem requests from account managers.
- Develop SQL queries for data loading, updates, and insertions.
- Ensure the overall integrity of the data.
- Collaborate with account managers when setting up new clients.
- Maintained documentation of procedures.

Dec 2011 – May 2012 Verizon Wireless (via Primus Software), Dublin, OH 43017

Data Analyst, Revenue Assurance:

Responsibilities included working with Device Assurance Analytics & Testing to create planned query audits and device profiles for Revenue Assurance.

- Used Tableau and Excel to create charts and graphs of audit results and device profiles for the new DAAT Dashboard web site.
- Utilized Teradata SQL and PL/SQL to query Data Warehouse and Oracle databases for audit and profile information.
- Utilized the online “Mobile AMA Reporting System” (MARS) to gather data for weekly device usage reports; including creating work requests for larger queries.
- Created tables in Teradata for use in streamlining audit processes.
- Responsible for updating and maintaining department device information tables in Data Warehouse.

August 2011 – October 2011 Insight, Inc., Columbus, OH 43215

Database Analyst Associate:

Responsibilities include programming and maintenance of MSAccess project database/user interface to main CMS database on the SQL Server; creating daily reports, performing daily updates, maintaining version control throughout department. Accomplishments include creating a project ticket generator with html integration and redesigning reminder call lists for daily use by the project call center.

- Track daily activities of all technicians assigned to project tickets.
- Provide reports for project managers and ICC staff.
- Developing metrics database and reports for project analytics.
- Provide connection and other troubleshooting for database users.

December 2003 – August 2011 The Columbus Dispatch, Columbus, OH 43228

Alternate Product Database Coordinator:

Responsibilities include all duties related to management of the circulation subscriber database and analysis and reporting on single copy draw data for the Dispatch and other non-Dispatch publications.

- Data analysis of single copy draws for the Dispatch and other non-Dispatch publications.
- Timely updating of draw amounts in the system via automatic upload or manual entry.
- Weekly and monthly processing and dissemination of reports on various draw/returns data.
- Explored other options for single copy reporting including using third-party reporting and data analytics software.
- Managed the subscriber database for circulation of all non-Dispatch publications.
- Performed daily automatic data uploads using; including data editing to ensure error-free uploads.
- Developed an auditing process for one of the non-Dispatch home delivery products.
- Researched and provided accurate routing information for all vendor requests.
- Broadcasted subscriber delivery complaints to the field during daily recovery hours.
- Assisted in developing the automated upload process for subscriber transactions, including criteria research, testing, and troubleshooting.

- Wrote and maintained user manual for Alternate Product Transaction Processing.
- Wrote and maintained the Alternate Product Exception Reporting SOP.
- Assisted the Super Express Manager and District Managers with weekly reports and maintained Super Express and division records.
- Created training documents for use by other Super Express Clerks during and after training on new procedures on the DSI database.
- Worked with the Standards Manager to create and document standard procedures for submitting subscriber complaints into the dispute process.

February 2001 – 2004 Freelance Web Development/Web Site Management

Responsibilities included research, page content development, preparation of graphics, creation of banner ads, site management, and link updates. Updating and editing pages developed using Adobe GoLive and ColdFusion.

- February 2001- February 2004 — FineLine Design, 1501 Charles Street, Fredericksburg, VA 22401. CommuterPage.com - part of the Arlington County Commuter Assistance Program.
- October 2002 - December 2002 — American Association of Museums, 1575 Eye St., NW, Suite 400, Washington DC 20005

July 1999 – January 2001 Cadmus Professional Comm., Linthicum, MD 21090

Account Manager – Virtual Journals:

Responsibilities included SGML to HTML conversion, graphics preparation, HTML coding, quality control and final posting on web sites; managed client subscription databases, uploaded subscription lists, edited accounts and provided Help Desk services; scheduling and supervising production.

- Created procedures for efficient production of monthly and bi-monthly online scientific journals.
- Created Perl scripts for streamlining conversion process.
- Problem-solved with Production Specialists to standardize criteria for acceptance of SGML delivery from composition department, thereby reducing production time and increasing productivity.
- Performed database queries using iSQL that gave clients more efficient use of database information.
- Coordinated with clients to keep their Web Sites updated and research adding new features as necessary.
- Developed and maintained production schedules, and delegated work load for three Production Specialists so that deadlines would be consistently met.
- Worked with Production Specialists to improve results of conversion processes.
- Designed “splash page” and developed production procedures for new addition to existing journal.

November 1995 – June 1999 American Geophysical Union, Washington, DC 20009

Electronic/Print Production Coordinator:

Responsibilities included all aspects of production of both online and print scientific journals.

- Created/formatted PDFs and HTML journal articles from LaTeX source.
- Produced in-house HTML coding and web design.
- Performed periodic maintenance and updates on the journal web sites.
- Generated graphic image files for online marketing and bi-monthly newspaper.
- Coordinated with editors, staff, and vendors to ensure deadlines were met.
- Performed quality control check of final camera-ready copy, bluelines, and printing instructions.
- Arranged efficient and cost effective color figure placement and print imposition.
- Prepared accurate run sheets and final instructions to printer.

Additional Education:

Letters of Recognition in *Perl* and *UNIX* from Prince George's Community College, 1998-99.

Certificate of Completion in *Introduction to SQL* from Sybase® Learning Center, 2000.

Certificate of Completion in *PHP/MySQL* from TDS Interactive, 2002.

Certificate of Completion in *Introduction to Cascading Style Sheets*, *Introduction to JavaScript*, *Active Server Pages for Non-Programmers*, and *Accessible Web Design* from HTML Writers Guild, 1997-2000.

Organizations: The Association for Computing Machinery; The International Webmasters Association/HTML Writers Guild; Association of Information Technology Professionals