

Mikayla Edwards, MBA

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Skills and Certifications

- **Data Visualization:** Tableau, Power BI, Axure RP, Google Data Studio, Salesforce, Datawrapper
- **Data Analysis:** Microsoft Excel, OpenRefine, AirTable, Smartsheet, APIs, Google Analytics, SurveyMonkey, Qualtrics, Dataiku, Alteryx
- **Programming:** SQL, R, .NET QA, Microsoft Azure, Skuid
- **Predictive Analytics:** Anaplan, DataRobot
- **Project Management:** Jira, Trello, Asana, Reporting, Agile, Scrum, Slack, Confluence, SharePoint
- **AI:** ChatGPT, Microsoft Copilot, Microsoft Power Automate

Certifications: Anaplan Model Builder, Microsoft Excel, Sprinklr Marketing Research Analyst Pro, OpenAI ChatGPT, Flosum Certified Professional

Work Experience

Trane Technologies, Remote

Contract, Strategic Data Projects Lead

06/2024-Present

- Increased data accuracy and saved hours of manual corrections by building user-input backed Excel VBA Macros and data protections for 75+ part HVAC projects.
- Accelerated project launch and stakeholder visibility into project bottlenecks by designing SQL and Excel-based reports tracking overdue parts/projects for 150 users.
- Boosted team productivity by mentoring team members on Excel VBA/Macros, Tableau, and Power Automate, leading to a 50% increase in automation adoption.
- Eliminated redundant cross-team updates by implementing automated reporting workflows (Power Automate, Excel), providing reliable project visibility for C-Suite executives and boosting team morale.

Sunset Towers Analytics, Remote

Contract, Principal Business Analytics Consultant

04/2024-08/2024

- Enabled scalable web app deployment by leading QA testing in Azure during .NET system upgrades, reducing error rates post-launch for GS-15 stakeholder dashboards.
- Eliminated duplicative HR engineering change proposal (ECP) feature requests by aligning Jira user stories and acceptance criteria with developer feedback, increasing sprint efficiency.
- Secured \$20,000 in nonprofit funding by authoring grant proposals aligned to organizational programming goals and conducting strategic funding research.
- Raised thousands for nonprofit efforts as two-time auction chair, overseeing item procurement strategy, volunteer assignments, and event execution.

KPMG, Remote

Contract, Management Analyst

07/2023-03/2024

- Delivered secure analytics access for military stakeholders by implementing Identity and Access Management (IAM) role-based render rules in Salesforce and Skuid leading updates from staging to UAT and production.
- Managed the accuracy of two natural language processing (NLP) models by leading data annotations and supervising issue resolution while effectively communicating updates to senior leaders, driving enhancements in HR performance metric predictions and resume chatbot functionality.

- Minimized duplicate dashboard creation by 40% by launching a data governance council with 4 cross-functional data committees (Data and Analytics in the Cloud, Artificial Intelligence, Metrics, and User Landing Page), driving engagement among senior leaders and promoting effective data best practices.
- Supported leadership strategy with vendor analysis research to meet visualization needs.

Fair360, Remote

Business Intelligence Engineer

04/2022-06/2023

- Empowered Fortune 500 C-suite decision-making through Tableau dashboard creation, powered by PostgreSQL, offering internal and external people analytics insights across leadership accountability, workplace practices, talent programs, human capital, philanthropy, and supplier diversity.
- Increased product engagement and conversions by developing each client a 60-page report comparing workforce insight benchmarks across industry and geography.
- Reduced survey errors by QA-testing over 200 questions with skip logic during migration from Qualtrics to SurveyMonkey and provided client support throughout.

Deloitte Consulting, Remote

Government & Public Service Analyst

03/2021-04/2022

- Informed equitable Covid-19 vaccine projection and distribution in a state of 3M+ residents by delivering weekly dashboards focused on underserved populations.
- Improved access to procurement metrics for GS-15 level stakeholders by prototyping self-service KPI dashboards, delivering training on report interpretation, and iterating designs based on user feedback.
- Spearheaded the technical section of proposals in response to RFPs, highlighting workforce strengths while mentoring junior/senior team members to secure six-figure multi-year projects.

Center for Black Innovation, Remote

Contract, Research & Data Fellow

04/2021-08/2021

- Established national visibility for 100+ Black innovator support organizations (BISO) by designing the first searchable dataset and interactive dashboard.
- Streamlined access to innovation resources by developing a public, 6 KPI report accessible at <https://blackinnovationalliance.com/our-work/research/> with self-service functionality to enable users to easily add and filter BISOs.

SmartBill, London, England

Contract, Data Analyst

02/2020-12/2020

- Informed product-market fit strategy by producing a B2B customer profile white paper based on over 100,000 financial transactions leading the associated ETL process and creation of Tableau visualizations.
- Accelerated lead targeting by evaluating 20+ client data needs and aligning findings to platform offerings.

Education

Master of Business Administration in Business Analytics, University of North Carolina at Pembroke, Pembroke, NC

Bachelor of Science in Business Administration, Business Analytics, Elon University, Elon, NC

Organizations

Data Visualization Society, National Black MBA Association, For(bes) for the Culture / ForbesBLK