Kacie Scott

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SUMMARY

Data & Business Analyst with a diverse background in using data to drive efficiency, solve cross-functional problems, and develop impactful resources. Proficient in SQL, Tableau, and spreadsheets, with expertise in data cleaning, analysis, visualization, and documentation. Known for positive energy, adaptability, diligence, and reliability—eager to make a meaningful impact.

SKILLS

Languages & Tools: SQL, PostgreSQL, BigQuery, R, HTML, Postman, APIs
Data Analysis & Platforms: Excel, Google Sheets, Data Cleaning, HubSpot, Salesforce, GA4, Machine Learning, AI
Data Visualizations: Tableau, Grafana, Canva, Google Slides, Presentations/Public Speaking, Graphic Design
Banking Skills: Fraudulent Investigations, High-Volume Customer Service, Banking Processes, Kaizen Events, Documentation
Additional Skills: Creative Problem-Solving, Interpersonal Communication, Jira, Slack

WORK EXPERIENCE

Analyst, DragonOps/Ilios LLC   **February 2025 - Present**
- Increased user engagement by redesigning Webflow site with custom pages, Lottie animations, and rebranded visuals
- Built Grafana dashboard to boost client observability, reducing AWS troubleshooting time via real-time visuals of key metrics
- Developed marketing assets used on multiple platforms/conferences (flyer, icons, slideshow), analyzed intern data—creating resources for tracking applications, and compiled competitor insights to guide product, marketing, and operations strategy
- Provide flexible support on evolving business needs in a collaborative, fast-paced startup environment

Data Analyst for Bellabeat Capstone, Google Data Analytics   **December 2024 - January 2025**
- Prepared and cleaned 1.4M rows of data using Google Sheets and PostgreSQL (pgAdmin)
- Conducted in-depth analysis of Fitbit data, uncovering trends such as 82.45% of minutes were sedentary, only 16.13% of users met CDC standards, peak activity was 7pm, and Saturday was the most active day
- Developed 19 visualizations in Tableau to present findings and created a 26 slide presentation through Google Slides
- Provided eleven actionable recommendations to stakeholders to support data-driven decision-making

Special Needs Caregiver & Teacher, The Martinez Family   **June 2021 - November 2023**
- Achieved 55%+ of PT, OT, and Speech therapy goals, with adjustments resulting in a steady incline of improvement and progress. PT specifically Increased stander time by 50% and achieved 100% bottle independence through micro-steps
- Created guides and learning documents to support new hires in processes as well as scheduling
- Managed medical data by scheduling doctor appointments, medication dosage, g-tube feedings and supply purchases
- Used data-driven exploration, assessing patterns and handling intense situations with comfort and flexibility
- Designed and taught Pre-K curriculum, drafted lesson plans, and organized materials
- Taught diverse curriculums to classes of 15–26 at Lilypad, Kiddie Academy, Rescare (Autism), and Children's Lighthouse

Deposit Service Specialist III, Randolph Brooks Federal Credit Union   **January 2018 - April 2021**
- Contributed to two Kaizen events focused on reducing technical debt, optimizing operational efficiency, and simplifying banking processes to enhance 15+ department workflows
- Designed structured Excel spreadsheets to manage eDeposits, ATM deposits, mailed deposits, and check adjustments, supporting high call volumes while processing between 500-1000 items daily
- Mitigated financial risk by investigating fraudulent checks, documenting findings, and building case files, reducing fraud losses for members by approximately $975K
- Created training resources to streamline onboarding and reduce ramp-up time; served as 2020 United Way Coordinator

EDUCATION

Bachelor of Fine Arts in Studio Art, Texas State University   **May 2015**
The Complete SQL Bootcamp, Certified Udemy Course   **September 2024**
Getting Started with Artificial Intelligence Trail, Salesforce Trailblazer   **August 2024**

CERTIFICATIONS AND AWARDS

Google Data Analytics Certified, 8 Certifications from Coursera   **September 2024 - January 2025**
Salesforce Certified Business Analyst, Salesforce Platform   **June 2024**
Google AI Essentials Certification, Coursera   **February 2025**
Google Skillshop: Google Analytics 4, Four Certifications   **March 2025**