

# Mikayla Edwards, MBA

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## Skills and Certifications

- **Data Visualization:** Tableau, Power BI, Axure RP, Google Data Studio, Skuid, Salesforce, SharePoint
- **Data Analysis:** Microsoft Excel/VBA, OpenRefine, AirTable, Smartsheet, APIs, Google Analytics, SurveyMonkey, Google Forms
- **Programming:** SQL, R, .NET QA, Microsoft Azure
- **Predictive Analytics:** Anaplan, DataRobot
- **Project Management:** Jira, Trello, Asana, Eventbrite, Executive Summaries, Reporting, Agile, Scrum
- **AI:** ChatGPT, Microsoft Copilot, Microsoft Power Automate

**Certifications:** Anaplan Model Builder (Level 1, Level 2, Anaplan Way), Microsoft Excel, Sprinklr Marketing Research Analyst Pro, OpenAI ChatGPT, Flosum Certified Professional

## Work Experience

### **Sunset Towers Analytics, Remote**

#### **Contract, Principal Business Analytics Consultant**

11/2023-Present

- Executed QA testing for web application transitions from Server 2012 R2 (.NET 2/3) to Server 2019 (.NET 4), utilizing a development certificate within an Azure environment to ensure smooth migration.
- Documented engineering change proposals (ECP) descriptions, user stories, and acceptance criteria in Jira to align developers and government stakeholders for the Department of Defense's HR recruiting system, which ensured timely and successful deployment of new web app features and reports.
- Oversaw the QuickBooks Online account's financial records, expenses, and invoicing, which resulted in a 100% payment completion rate within contracted net terms and ensured accurate financial records.

### **Trane Technologies, Remote**

#### **Contract, Automation Consultant**

06/2023-Present

- Coded VBA macros to automate Excel formatting, led user testing and added a safeguard for data protection to prevent accidental data loss and increase the accuracy of automated dashboards.
- Trained jr. team members on Microsoft Excel VBA Macros and Power Automate within SharePoint to enhance workflow efficiency through automation.

### **KPMG, Remote**

#### **Contract, Management Analyst**

07/2023-03/2024

- Developed and tested updates for the Department of Defense's analytics landing page using Salesforce and Skuid, incorporating custom render conditions for user roles, handling changes through QA merges and UAT to ensure high-quality deployment into production.
- Supervised 2 Natural Language Processing (NLP) model builders—predicting internal HR performance metric scores and developing a resume extraction-based chatbot—by leading data annotations, issue resolution and effectively communicating updates to non-technical senior leaders, leading to continuous improvement in both models' accuracy.
- Managed an Analytics Governance Council, overseeing 4 committees (Data and Analytics in the Cloud, Artificial Intelligence, Metrics, and User Landing Page) to engage senior leaders and which improved data asset management and reduced duplication and issues by 40%.

**Fair360, Remote****Business Intelligence Engineer**

04/2022-06/2023

- Led the development of data-driven presentations for executives on human resource metrics, leveraging people analytics, to generate actionable insights used to enhance workplace inclusivity for thousands of employees and hundreds of senior leaders. View a sample presentation here: [https://www.fair360.com/media/2023/09/2023SampleReport\\_Final-1.pdf](https://www.fair360.com/media/2023/09/2023SampleReport_Final-1.pdf)
- Created a 60-page report card for hundreds of executives using PostgreSQL and Tableau to provide actionable insights and benchmarking, which enhanced client engagement and supported conversion to the paid extensive report card, ultimately assisting clients in making equitable workforce decisions.
- Enhanced the development of a comprehensive 200+ question survey which involved skip logic implementation, client support, and organizational research to enhance business decision making.

**Deloitte Consulting, Remote****Government & Public Service Analyst**

03/2021-04/2022

- Launched weekly reporting, visualizations, and fulfilled ad hoc requests to improve Covid-19 vaccine quantity projection during its peak with a focus on minorities in a state with over 3 million residents.
- Developed prototypes of a multi-functional self-service dashboard and training materials for Department of Defense stakeholders to monitor contract specific KPIs and gain access to data with ease.
- Spearheaded the technical section of proposals in response to RFPs to showcase business skills and workforce strengths while mentoring junior team members to increase the company's bottom line and provide more project opportunities for employees.

**August United, Remote****Contract, Jr Business Intelligence Analyst**

09/2021-12/2021

- Extracted social media handles, KPIs, and influencer contract data from 4 platforms for 50+ company partners, enabling analysis at micro and macro levels to drive informed business partnership decisions.
- Implemented data quality assurance techniques to detect discrepancies and provide recommendations.

**The Center for Black Innovation, Remote****Contract, Research & Data Fellow**

04/2021-08/2021

- Completed data collection and visualization for the first ever dataset of 140 Black innovator support organizations (BISOs) in the United States to ease the process of starting, maintaining, and growing an innovation-driven business.
- Transformed research insights into a comprehensive digital report encompassing 6 KPIs, accessible at <https://blackinnovationalliance.com/our-work/research/> with self-service functionality to enable users to easily filter and add new BISOs to increase the network of support resources.

**SmartBill, London, England****Contract, Data Analyst**

02/2020-12/2020

- Conducted data preparation and visualization (ETL) of 100,000+ banking transactions to support a B2B whitepaper aimed at promoting and selling SmartBill's financial data software.
- Analyzed over 20 potential United Kingdom clients through data governance and data policy research who could benefit from the company's financial data software by aligning pain points and data needs with company 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**

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