

# Katherine S. Arriola

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## Profile

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A business analyst with experience and passion for client support, data analytics and project management. Interested in enriching and enhancing data quality through team collaboration and to better integrate data management solutions into a client environment.

## Education

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**Bachelor of Science in Electrical Engineering Technology-Smart Grid (ABET Accredited)** 5/18  
State University College at Buffalo  
Double Minor in Computer Information Systems and Geography

## Skills

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-SQL/MySQL	-Customer Service	-Git	-Quality Management	-Microsoft Office Suite	-C/C++
-Project Management	-Python	-Task Management	-CSS3	-Jira	-JavaScript
-Customer Analytics	-PowerBI	-R	-HTML5	-Data Entry	-Bilingual:Spanish

## Related Experience

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**Data Analyst** 5/19-

**Kenesis Management Company, LLC**-Washington,D.C.

- Developed the Mid-year Asbestos Report through in-depth data analysis and collaboration with SMEs and leadership.
- Created training documents to improve efficiency, provide additional resources and support for current and future analysts.
- Utilize SQL to confirm client information and processing data in relation to toxic exposure claims within a 48-hour deadline.

**Operations Assistant**

1/19-5/19

**Your Edge for Success (YES)**-Alexandria, Virginia

- Accessed the company database using MySQL to collect information to track the efficiency of various marketing campaigns and graph results using PHP.
- Conducted and coordinated operational, procedural and technical research to develop strategic planning and decision-making.
- Used HTML to improve the user interface of the propriety Customer Relationship Management System.

**Project Manager/Team Leader**

8/17-5/18

**Little Brother Surveillance Project**-Buffalo, New York

- Lead in creating and editing instruction manuals for current and future usage of the surveillance product.
- Presented findings and prototype to colleagues, faculty and leading professionals in Engineering within Erie County.
- Coached team members by defining and monitoring project progress and identified project milestones and phases.

**Project Management Intern**

5/15-8/15

**Interior Management LLC**-New York, New York

- Collaborated with the project manager and construction team to ensure problem solution and client satisfaction.
- Reduced scheduling time by half through implementing Google Docs in place of handwritten punch lists and other project development documents which increased productivity and decreased occurrences of rework.
- Assured completion of projects within weekly deadlines by creating online documents corresponding to blueprint layouts and permitting access to all project personnel, vendors and clients.

**Financial Management Assistant**

5/14-8/14

**U.S Department of State, DOS Confidential Security Clearance**-San José, Costa Rica

- Secured information by creating database backups.
- Demonstrated the ability to work independently in a high-paced and focused team with strong research, analytical, problem-solving and verbal and written communication skills.
- Handled sensitive and secure government documents and data, updated files for optimal organization and information access.