Jane Yang | Data Analysis & Business Analysis

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Technical Skills

Salesforce, Microsoft Visual Studio, SharePoint, SQL, MySQL, Minitab, R Studio, SAS Studio, Tableau, Power BI, Python, JIRA, JavaScript

Interpersonal Skills

Emphatic, curious, analytical, entrepreneurial, trustworthy, customer support services, love working and exploring with data

Work Experience

SIS — SEATTLE, WA
Salesforce Administrator   **Aug 2020 – Dec 2020**
- Built custom reports, dashboards, and troubleshooted production issues
- Managed Salesforce security, users' roles, profiles, sharing rules, workflows, and groups
- Created custom objects & fields, workflows at lightning flows & updated through Data Loader
- Maintained record types, fields, formulas, page layouts, validation rules, and installed packages

ADVARRA — SEATTLE, WA
Business Analysis & Data Analysis   **Mar 2020 – May 2020**
- Created and maintained project deadlines
- Built reports by using Excel, PivotTables, and SQL Server
- Performed project management with peers and colleagues
- Designed, maintained, interactive dashboards for operational decision-making in Tableau
- Cleaned, extracted, interpreted, and analyzed data into meaningful and actionable information

Symetra Financial- BELLEVUE, WA
Business Analysis & Software Test Engineer Intern   **Jun 2019 – Sep 2019**
- Updated databases with SQL Server, Excel, and Access
- Documented, organized, and communicated thoughts and ideas effectively to team
- Created visual dashboards in Excel, Tableau, and Power BI to forecast future business
- Collected, cleansed, and analyzed structured and unstructured data for internal stakeholders
- Saved 25% of storage and increased performance of databases by building new data structures

Bellevue College — Bellevue, WA
Mentor Student Center & Global Leader OIE Office   **Aug 2017 – Dec 2019**
- Organized opportunities for students to network by hosting activities
- Answered inquiries about programs and services via email, phone, and in-person
- Performed data entry for students and faculty in Excel, SharePoint, and Office 365
- Assisted students in utilizing campus resources and tailoring to their requirements

EDUCATION

Bellevue College, Bellevue WA
Data Analysis B.A., Applied Science 3.82GPA   **Sep 2017 – Dec 2019**
Data Analysis A.A., Applied Science 3.97GPA   **Jan 2016 – Aug 2017**