DONNELLY MILLER | donnellyrmiller@gmail.com | (910) 723-0800 | LinkedIn | Portfolio | GitHub

DATA ANALYST – *leveraging 3+ years of experience*

Results-driven Data Analyst proficient in SQL, Excel, Python, and Tableau, with a proven ability to adapt to evolving technologies. Drawing on prior military experience, education, work history, and personal projects to optimize efficiency and deliver high-quality insights for stakeholders. A highly adaptable, detail-oriented problem solver committed to leveraging data to drive strategic decision-making and enhance organizational success.

KEY ACHIEVEMENTS

- Analyzed and transformed over three million rows of LA crime data using Python and Tableau, uncovering 14-year crime trends to support city budgeting decisions for surveillance in high-crime areas.
- Designed and delivered eight real-time dashboards for 189 stakeholders, ensuring 100% on-time completion, which improved sales metrics and enhanced executive reporting efficiency.
- Recovered over $1.67 million in overdue invoices through strategic use of Excel tools and cross-functional collaboration with accounting and finance teams.
- Provided tax filing support to 260+ clients, leveraging troubleshooting expertise and empathy to achieve a 95%+ satisfaction rate.

CORE COMPETENCIES

- **Team Collaboration** – Skilled in fostering a cooperative work environment by actively engaging with cross-functional teams, ensuring alignment on project goals, and driving successful outcomes through shared expertise. Adept at navigating diverse perspectives to facilitate productive discussions and enhance teamwork.
- **Communication** – Strong ability to convey complex ideas clearly and concisely through written reports, presentations, and verbal discussions. Expertise in translating technical insights into actionable recommendations for stakeholders with varying levels of technical knowledge.
- **Problem Solving** – Analytical thinker with a talent for identifying challenges, evaluating viable solutions, and implementing data-driven strategies to optimize efficiency and resolve issues. Experienced in leveraging technology and creative problem-solving methods to overcome obstacles.
- **Public Speaking** – Confident and articulate presenter, experienced in delivering engaging talks to both small groups and large audiences. Skilled in structuring presentations to maximize impact, ensuring clarity, engagement, and audience connection.

TECHNICAL SKILLS

SQL – Microsoft SQL Server, MySQL, PostgreSQL, Oracle
Python – Pandas, NumPy, Matplotlib, Seaborn
Tableau/Power BI | Visual Basic | Version Control | Smartsheet

PROFESSIONAL EXPERIENCE

TAX ANALYST - *REMOTE | TAXWELL* | July 2024 – February 2025

- Collaborated with the development team to evaluate and analyze tax forms, ensuring 100% accuracy in compliance and processing.
- Modified and enhanced sixteen Florida income tax-related forms for business owners, improving usability and compliance standards.
- Leveraged SQL expertise to optimize tracking of test return statuses, increasing efficiency by up to 20%.

ACCOUNTS RECEIVABLE CLERK | *TRANSMARINE* | Bellingham, WA | May 2024 – July 2024

- Partnered with accounting and finance teams to recover over $1.67 million in overdue invoices, streamlining collection efforts and improving cash flow.
- Leveraged advanced Excel formulas and Pivot Tables to enhance collection procedures, increasing efficiency by over 60%.
- Maintained meticulous payment documentation, ensuring 100% accuracy in accounting records and financial reconciliation.

CUSTOMER SUPPORT TAX EXPERT - *REMOTE* | **BAKER TILLY** | January 2024 – April 2024

- Supported over 260 customers with tax filing assistance, troubleshooting software issues to ensure accurate and timely submissions.
- Delivered exceptional customer service, applying de-escalation techniques to maintain a survey satisfaction rate exceeding 95%.
- Implemented strategic initiatives to increase customer survey participation, surpassing feedback response goals by over 10%.

BUSINESS ANALYST INTERN – *REMOTE* | **SMARTSHEET** | Bellevue, WA | June 2022 – August 2022

- Developed eight fully customizable real-time dashboards for 189 stakeholders, including executive leadership, to provide actionable insights.
- Leveraged software development methodologies and strategic time management to optimize workflow efficiency by 75%.
- Delivered finalized dashboards with critical sales KPIs, ensuring 100% on-time completion and improved decision-making capabilities for stakeholders.

ADDITIONAL PROJECTS

DATA ANALYST SIMULATION – [LOS ANGELES CRIME DATA DASHBOARD](#) | January 2025 – Present

- Cleaned and transformed data from over three million crime incidents using Python and Pandas, ensuring accuracy and consistency for analysis.
- Designed and developed customizable Tableau dashboards to analyze multiple variables related to crime trends, providing actionable insights.
- Generated insights to inform decisions on additional surveillance in high-crime areas, supporting increased awareness and improved arrest rates.

BUSINESS INTELLIGENCE DEVELOPER SIMULATION – [BUSINESS INTELLIGENCE KPI TRACKER](#) | June 2023

- Loaded and integrated six CSV files into Microsoft SQL Server, ensuring data consistency and accessibility for analysis.
- Executed complex SQL queries using JOINS, Window Functions, and Common Table Expressions to extract valuable insights.
- Visualized query results in Tableau, developing KPI-driven dashboards to track annual sales and performance trends.

EDUCATION

WESTERN WASHINGTON UNIVERSITY | *MASTER OF EXERCISE SCIENCE* | Bellingham, WA | GPA 4.0