Donnelly Miller

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Portfolio: https://mavenanalytics.io/profile/2881d340-7041-7067-d9fc-51a26c5efe3b • GitHub: https://github.com/dm185

PROFESSIONAL SUMMARY

Goal-oriented Data Analyst with a strong proficiency in **SQL**, **Excel**, **Python**, and **Tableau** demonstrating rapid adaptation to new and changing technologies. Leveraging a background in military experience, healthcare, work experience, and income tax knowledge to optimize efficiency and deliver high-quality products for stakeholders. Experienced in generating insights from large datasets to support improved strategic decision making for diverse stakeholders.

KEY ACHIEVEMENTS

- Transforming over **three million** rows of LA crime data using **Python** and **Tableau** to reveal 14-year crime trends and patterns that can help the city plan budgeting for surveillance in high crime areas
- Built **eight** real-time dashboards for **189** stakeholders with **100%** on-time delivery that resulted in improved sales metrics and executive reporting
- Collected over **$1.67 million** in overdue invoices using Excel tools and collaboration with the accounting and finance teams
- Assisted **260+** clients with tax filing support, achieving a **95%+** satisfaction rate through troubleshooting and empathy

RELEVANT SKILLS SUMMARY

Technical Skills
- Utilized **Python Pandas** to clean and transform over **three million** rows of LA crime data spanning **14** years
- Applied **SQL** knowledge to increase efficiency by up to **17%** on tracking test return statuses
- Built **eight** customizable real-time dashboards for **189** stakeholders which included executive management
- Created a **Tableau** dashboard revealing crime patterns and trends consisting of over **one million** crimes

Operational and Team-Collaboration Skills
- Cross-collaborated with development teams in evaluating and analyzing tax forms ensuring **100%** accuracy
- Collected over **$1.67 million** in overdue invoices utilizing Microsoft Excel and Outlook
- Contributed to accounting records with **100%** accuracy through proper documentation of received payments
- Successfully modified and enhanced **sixteen** Florida income tax related forms for business owners

Customer Service Skills
- Delivered finished dashboards with **sales KPIs** to stakeholders with **100%** on-time delivery
- Assisted over **260** customers with filing their taxes and troubleshooting issues with the tax software
- Developed strategies to encourage customers to send survey feedback exceeding the requirement by at least **12%**
- Applied de-escalation techniques resulting in a greater than **95%** survey satisfaction rate

Employment History

Tax Analyst | Temporary Contract   Remote
Taxwell   07/2024 – 02/2025

Accounts Receivable Clerk | Temporary Contract   Bellingham, WA
Transmarine   05/2024 – 07/2024

Customer Support Tax Expert | Seasonal Contract   Remote
Baker Tilly   01/2024 – 04/2024

Deli Clerk   Bellingham, WA
Haggen Food & Pharmacy   05/2023 – 02/2024

Season Pass and Ticket Sales Agent   Stevens Pass, WA

Vail Resorts   11/2022 – 03/2023

Business Analyst | Internship   Remote

Smartsheet   06/2022 – 08/2022

PORTFOLIO PROJECTS

Los Angeles Data Analyst Simulation - https://mavenanalytics.io/project/15321   January 2025 – Current

- Data cleaning and transformation of data using **Python Pandas** consisting of over **three million** crime incidents
- Analyzing multiple variables related to crime trends via customizable **Tableau** dashboards
- Insights will suggest additional surveillance in high crime areas helping to increase awareness and arrest rates

Business Intelligence Developer Simulation - https://mavenanalytics.io/project/6342   June 2023

- Utilized **Microsoft SQL Server** to load and join six CSV files
- Queried the data with **SQL** using **JOINS**, **Window Functions**, and **Common Table Expressions**
- Visualized the query results in **Tableau** and charted KPIs related to annual sales and performance

EDUCATION

Master of Exercise Science – Western Washington University | GPA 4.0   Bellingham, WA