

ANALYTICS ENGINEER

Nakia Smith

EXPERIENCE

ADVANCED ENGINEER, FEDERAL RESERVE BANK OF RICHMOND; REMOTE – SEPT 2021-PRESENT

- Built and maintained stakeholder relationships while managing expectations
- Produce insightful Tableau dashboards for National IT senior leadership team using Python and SQL
- Developed technical skill training plan for team and mentored individuals across System
- Lead end-to-end development of infrastructure technical debt reports; including development of datasets, data pipelines, and technical debt scoring methodology and metrics
- SME for multiple products; collaboration with cross-functional teams
- Detailed documentation

SR VENDOR QUALITY & WORKFLOW STRATEGY ANALYST, INDEED; AUSTIN, TX – JAN 2020-SEPT 2021

- Produce insightful Tableau dashboards and metrics across the Trust & Safety department
- Clearly communicate KPI metrics and analysis to stakeholders
- Automation and streamline audit processes using python

SR BUSINESS ANALYST, PACIFIC LIFE INSURANCE; LYNCHBURG, VA – SEPT 2018-JAN 2020

- Training, distributing work assignments, and reviewing work of junior level associates.
- Working closely with internal clients and IT to turn data into critical information and knowledge users to recommend and support sound business decisions.
- Support Manager of Planning and Performance with identifying business performance, reporting and data analysis needs

BUSINESS ANALYST, PACIFIC LIFE INSURANCE; LYNCHBURG, VA – NOV 2016-SEPT 2018

- Produced ad hoc reports using Business Objects and SQL.
- Developed performance reporting metrics for all business units from production data, reviewed for data anomalies, and reported findings to senior leadership.
- Identified and analyzed data elements to represent key performance indicators.
- Used statistical techniques for hypothesis testing and data interpretation in R

DATA ANALYST, CENTRA HEALTH; LYNCHBURG, VA – FEB 2015-NOV 2016

- Produced ad hoc reports using Excel and Access.
- Data analysis and forecasting using Spotfire and R.
- Statistical analysis of data using Minitab and R.
- Produced enterprise scorecards with KPIs for CEO, Senior Leadership, and Executives.

EDUCATION & CERTIFICATIONS

Lynchburg College, Lynchburg, VA – B.S. Mathematics, Jan 2015

Tableau Desktop Specialist Certification – May 2020

PCAP - Certified Associate in Python Programming - Nov 2023

SKILLS

Data analysis | Statistical analysis | Microsoft Office & Power Platform | SQL | R | Problem solving | Reporting KPIs | Alteryx | Tableau | Databricks | Python | AWS | Process Improvement| Spanish (Beginner/Intermediate)