

Allyssa Marie E. Trajano

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Springfield, Virginia | US Permanent Resident | No Visa Sponsorship Required

CAREER OBJECTIVE

A Data Analyst looking for growth and a challenging role in the field of Data Analytics & Business Intelligence. Dedicated and enthusiastic to learn new tools and technologies to take the next step in the field of data analytics.

PROFESSIONAL SUMMARY

- Experienced in writing complex T-SQL queries: stored procedures, user defined functions, derived tables, views, sub-queries, and multiple joins etc.
- Performed Data Analysis and Data Validation by writing complex SQL queries.
- Proficient in main Business Intelligence technologies such as Tableau and Power BI.
- Extensive knowledge in various reporting objects such as Dimensions, Measures, Hierarchies, Filters, Actions, Calculated Fields, Sets, Groups, Bins, and Parameters etc.
- Proficient in design and development of various dashboards, reports on Power BI or Tableau Visualizations
- Great Leadership qualities and excellent communication skills. Can work independently or within a team, self-motivated, determined, optimistic, and willing to learn new technology.

PROFESSIONAL EXPERIENCE

Alliance Tek Solutions

Data Analyst

Jan 2020 – Present

About the Project: Kickstarter is an online crowdfunding platform that funds a project or venture by raising small amounts of money from a large number of people. Kickstarter was established in 2009 and is now one of the leading crowdfunding websites in the US.

- Proactively analyze data to answer key questions from stakeholders.
- Identified, analyzed, and interpreted trends or patterns in complex data sets.
- Good experience in publishing of various kinds of interactive dashboards, and workbooks from Tableau Desktop to Tableau Online and setup schedule refreshes.
- Experienced in creating filters, quick filters, data source filters, global filters, context filters, user filters, actions and creating Dashboards for key performance indicators.
- Created reports in tableau to understand successful project patterns and funding trends.
- Effectively used data blending feature in tableau to connect different databases like Oracle, MS SQL Server.
- Prepared BI Interactive Dashboards using calculations, parameters in Tableau.
- Blended data using multiple data sources (primary and secondary).
- Implemented data cleanup processes and analyzed data integrity problems.
- Worked with cross functional teams for Marketing, Product, Finance teams and translated business requirements into SQL queries to answer business questions.
- Attended the project review meetings, daily/weekly status meetings and walkthroughs with project managers and leads.

Marriott International, Inc.

Group Housing Coordinator

July 2019 – Jan 2020

- Promoted to Group Housing Coordinator and completed the Leadership in Motion Training.
- Extensive knowledge of MARSHA hotel complex codes for creating reservations, authorizing room blocks and balancing inventory.
- Managing and creating reservations, room blocking, cancellations, commissions, outstanding balance reports, weekly forecasts, MARSHA Queues and PMS exceptions.
- In charge of room blocking, creating house accounts for groups and airlines.
- Creates and builds market codes for Transients, Groups and Airline Companies.
- Sets up new market codes, packages, segments, billing and plans.
- Resolves any billing issues for transients, groups and third-party virtual credit cards.
- Creates Mini Hotels and uploads rooming list into PMS System.
- Pre-registration procedures for arriving groups.
- Handles third-party reservations by monitoring their websites.
- Assists Revenue Management, Sales and Events, Accounting, Housekeeping, Engineering and Executive Team's with all their requests for operations.
- Empowered to make managerial decisions and solve guest complaints.
- Responsible for the onboarding and training of new hires.

Marriott International, Inc.

Guest Experience Expert

Jan 2019 – July 2019

- Top performer in key metrics such as Guest Engagement, Revenue Upsell Program, Intend to Recommend, Loyalty Enrollments & Elite Appreciation.
- Execute guest's check-in experience well and guest requests.
- Reviews Daily Reports (Credit Limit, Room Blocking, Loyalty Preferences & Lead Tracking).
- Multitasking for daily operational tasks, administrative duties and working across departments.
- AYS (At Your Service) management of all Phone calls and task allocation.
- Resolves any billing issues for transient guests.
- Empowered to make managerial decisions and solve guest complaints.
- Responsible for the onboarding and training of new hires.

ENVIRONMENT

MySQL | MySQL Workbench | SQL Server | Oracle | Tableau | Jupyter | Slack | Pandas | Scikit-Learn | NumPy | Microsoft Office Suite (Proficient in Excel) | Google Suite | Adobe Creative Cloud | Salesforce | Medallia Experience | FSPMS System | MARSHA System | CI-TY system | Sertifi

TECHNICAL SKILLS

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|-----------------------------|--|
| Data Analytics | Data Cleaning, Manipulation, Visualization & Normalization |
| Data Science (Basic) | Regression, Classification |
| Reporting Tools | Power BI & Tableau |
| Languages | SQL, TSQL & Basic Python |
| IDE | SQL Developer, Jupyter |

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|-------------------------|---------------------------------------|
| Databases | MySQL, SQL Server, Oracle |
| ETL (Basic) | SQL Server Integrated Services (SSIS) |
| Operating System | Windows & MacOS |

EDUCATION & PROFESSIONAL CERTIFICATIONS

6-Month Comprehensive Data Analytics and Business Intelligence Bootcamp

Syntax Technologies (Chantilly, VA, USA)

Bachelor's degree in Hotel, Restaurant and Institution Management (Major in Culinary)

De La Salle - College of Saint Benilde (Manila, Philippines)

GPA 3.43 | Graduated as Honorable Mention

Primary Education to Secondary Education

St. Joseph's Academy (Manila, Philippines)

Graduated with consistent Honors

Leadership in Motion Training with Marriott International

Nominated by the Executive Team of the Tysons Corner Marriott as the only representative in the property to participate in this training. Completed the training alongside potential leaders all over the US and Canada.