

Process setup: Visibility data Analyst

3 dashboards - And a reporting ecosystem

Successfully established the Visibility Data Analyst process by onboarding and developing FTEs from diverse backgrounds and transforming them into capable reporting resources. Led end-to-end skill development by providing structured training in Excel automation, Power Query, and SQL fundamentals, enabling the team to independently handle reporting tasks and data workflows.

In addition to capability building, initiated and set up a completely new reporting ecosystem for the Credit Dispute function. Designed and developed multiple high-impact dashboards, including:

Amendment Dashboard - Provided real-time visibility into amendment trends and productivity.

ACH Dashboard - Streamlined ACH-related reporting with automated accuracy checks.

Technical Writing Dashboard - Enabled tracking of writing volume, timelines, quality metrics, and performance insights.

Additional customized reporting tools tailored to operational needs.

These dashboards collectively improved transparency, reduced reporting turnaround time, strengthened decision-making for leadership, and established a scalable reporting framework for long-term operations.

Reported project outcomes from the supplied 2025 project summary.