

Summer Z. Hamilton

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SENIOR DATA ANALYST

Results-driven Senior Data Analyst with 10+ years of experience turning complex data into actionable insights across enterprise environments. Proven expertise in Snowflake SQL, Tableau, and Python with a strong foundation in CRM and customer data systems. Adept at independently driving end-to-end data analysis projects, building scalable dashboards, and partnering with cross-functional stakeholders to support data-informed decision-making at scale.

CORE COMPETENCIES

Technical Skills: Snowflake SQL · Python · Tableau · Salesforce / CRM systems · Data quality & governance · Data modeling

Analysis & Reporting: Data analysis · Dashboard development · KPI reporting · Requirements documentation · Test planning

Collaboration: Cross-functional stakeholder communication · Agile / Scrum · Training & enablement · Process documentation

PROFESSIONAL EXPERIENCE

Sr. Data Analyst | APPLE, Cupertino, CA

(Feb 2023 – Present)

- Independently designed and maintained complex Snowflake SQL queries to analyze customer sales data across systems, surfacing data quality issues and supporting business decisions
- Built and maintained Tableau dashboards to visualize customer data trends, enabling cross-functional stakeholders to monitor key metrics and drive operational improvements
- Developed and delivered training sessions on CDM data processes and standards, serving as a designated training contact for the team
- Documented data processes, standards, and technical specifications to ensure consistency and repeatability across the CDM program
- Collaborated independently with engineering, operations, and business stakeholders to align data analysis deliverables with program objectives

Manager, Technical Business Analysis | EXACT SCIENCES, Redwood City, CA (Dec 2021 – Feb 2023)

- Led team of Technical Business Analysts/Software Product Owners responsible for delivering software supporting the Precision Oncology organization
- Managed roadmap, feature creation, and sprint delivery for Customer Experience Integrations and Patient Reports contributing to \$140M revenue for Precision Oncology
- Led cross-functional teams to manage integrations between patient portal, order management (Salesforce), billing, and laboratory systems
- Performed performance management activities including supervision, development, review, and mentoring of Technical Business Analysts
- Executed SQL queries to pull data for analysis related to data integration migrations

Sr. Technical Business Analyst EXACT SCIENCES, Redwood City, CA (Jun 2020 – Dec 2021)

- Led delivery of high-quality work supporting precision oncology order-to-reports integration and patient reports
- Managed user stories creation and sprint delivery for Customer Experience Integrations and Patient Reports
- Worked with cross-functional teams to manage integrations between patient portal, order management (Salesforce), billing, and laboratory systems
- Prioritized work within an agile team and groomed backlog of future work

Technology Consulting Manager | ACCENTURE, San Francisco, CA (Jun 2011 – Mar 2020)

- Led high-performance project teams to deliver high-quality work to clients in the Life Sciences practice
- Executed contracted project work on schedule and within budget across multiple large-scale programs
- Managed program planning, budgeting, and resource management for cross-functional engagements
- Identified new business and developed strategic plans for the Life Sciences practice
- Developed and advised analyst and consultant-level resources, including annual performance reviews

Program Manager | GILEAD SCIENCES, Foster City, CA (Apr 2019 – Oct 2019)

- Led Business Process Management team responsible for designing process architecture templates and delivering training to over 100 business analysts in the Laboratory Information Systems (LIS) organization
- Supervised and conducted 24 training sessions educating 100+ stakeholders on process flows and standardized business process management documentation
- Oversaw 10 quality management reviews to ensure business requirements and design standards were met
- Facilitated quarterly program status meetings and provided weekly status reports to LIS leadership on defined KPIs

Sr. Business Analyst | GILEAD SCIENCES, Foster City, CA (Apr 2019 – Oct 2019)

- Collaborated with stakeholders and Tableau developers to create dashboards enabling Supply Chain organization and VP-level leadership to visualize key data and identify process improvement opportunities
- Worked directly with business stakeholders to define user stories, use cases, and technical features
- Collaborated with senior leadership to align on program vision, business value, backlog, and quarterly roadmap for agile development
- Wrote functional specifications for product features and drove test planning and execution for Tableau dashboard prototype development

Program Manager / Sr. Business Analyst | PFIZER, New York, NY (Feb 2018 – Feb 2019)

- Led delivery of large program including consolidation of customer data, implementation of a cloud MDM application (Reltio), and integration of data across all impacted source and target systems
- Coordinated and delivered large-scale customer consolidation of over 300,000 customers on schedule and within budget
- Supervised an international project team for the implementation of a new cloud MDM application within the Revenue Management organization impacting 10 workstreams
- Led development of a new data interface through requirements, design, development, and testing activities, resulting in successful deployment
- Trained over 30 end-users in new user interface functionality through on-site sessions

Project Manager / Business Analyst | PFIZER, New York, NY (Dec 2015 – Jun 2017)

- Partnered with team members to integrate contracting data related to product, pricing, customers, and membership due to company acquisition
- Organized and led requirements gathering workshops for four workstreams to capture and document business and functional requirements specifications
- Wrote SQL queries to extract data and performed analysis to define data mapping transformation rules and ensure data integrity
- Created test plans and managed an international testing team of five testers through functional and user acceptance testing
- Supervised analyst team member, managing day-to-day workflow and coaching SQL skill development

EDUCATION

Masters, Engineering Management – Duke University, Durham, NC

Bachelor of Engineering, Mechanical Engineering – Stevens Institute of Technology, Hoboken, NJ

Executive MBA – Quantic School of Business and Technology

CERTIFICATIONS

Certified Business Analysis Professional (CBAP) – International Institute of Business Analysis (IIBA)

Project Management Professional (PMP) – Project Management Institute (PMI)