

Stacey Toon

Data Analysis | Process Improvement | Automation | Change Management

PROFESSIONAL SUMMARY

Results-oriented professional with experience spanning technical operations, process and change management, financial analysis, reporting, automation, and data analysis. Skilled at looking beyond the stated task to understand the underlying business need, improve the surrounding process, and build practical tools and reporting that help people make better decisions.

CORE SKILLS & TOOLS

Advanced Excel / VBA | SQL (Snowflake, PostgreSQL) | Tableau | Python | Jira | Confluence | SharePoint | AWS | Azure | Google Cloud | ServiceNow | GitHub | Terraform | Process Improvement | Change Management | Data Visualization

PROFESSIONAL EXPERIENCE

Capital One | Data Analyst I

2023 - 2024 | Plano, TX

Advanced SQL and Tableau analysis involving data cleaning, transformation, integration, and data-pipeline design. Enhanced a robust dashboard with red-yellow-green project status, drill-down information, optional graphs, and key data so management could quickly identify areas requiring attention.

Capital One | Network Reporting Analyst

2018 - 2023 | Plano, TX

Created processes and reporting used across the organization, including the Normalization Dashboard and Network Device Outage Dashboard. Built an Excel VBA scraper that extracted key historical data from hundreds of spreadsheets for database loading and Tableau reporting.

Capital One | Change Management Coordinator

2016 - 2018 | Plano, TX

Coordinated network change-management activities, vetting documentation, deadlines, implementation success, and failure analysis. Automated a demanding firewall-team workflow using Excel 365, reducing active meeting effort enough to recover roughly 25% of work time for other activities and automation projects.

IBM Global Services | Problem and Change Coordinator

2005 - 2015 | Irving, TX

Coordinated incident, change, and root-cause-analysis activities across multiple client accounts. Trained users, audited records, led meetings, implemented processes, improved workflows, and consistently passed process audits.

IBM Global Services | Advisory / Lead Financial Analyst

2004 - 2005 | Irving, TX

Managed the U.S. business office for a global Nokia outsourcing contract valued above \$170 million. Maintained financial reporting, capacity planning, forecasts, pricing, risk analysis, and project change requests.

Nokia Inc. | Operations Specialist

2002 - 2004 | Irving, TX

Managed an 11M Euro North and South American User Care budget while continuing process-improvement responsibilities. Helped increase first-contact resolution from 67% to 80% by identifying major contributors to lost resolution and targeting staff training.

Nokia Inc. | Process Improvement Specialist

2000 - 2002 | Irving, TX

Managed IT supply-chain projects after automating the purchasing process with a custom Outlook form, routing, and e-signatures. Improved procurement and service-desk processes and supported global IT supply initiatives.

Nokia Inc. | Senior System Administrator

1999 - 2000 | Irving, TX

Managed technical issues for Nokia's American headquarters and led seven system administrators supporting more than 400 customers, including executive leadership.

CompuCom Systems, Inc. | Systems Engineer

1996 - 1999 | Dallas, TX

Worked with networking technology, deskside support, automated rollouts, and office moves. Designed and deployed the Dallas Police Department WAN using Cisco routers, connecting City Hall, police headquarters, and satellite locations.

Information Technology Support Services | Field Technician

1994 - 1996 | Dallas, TX

Provided campus technical support while completing college, including computer repair, desktop deployment, network cabling, troubleshooting, and end-user training.

EDUCATION

Cameron University | B.S., Industrial Electronics Technology | 1991 - 1996 | Lawton, OK

Full academic scholarship through the Presidential Leaders / University Scholars (PLUS) program, including leadership responsibilities alongside academic study.

CERTIFICATIONS

Tableau Desktop Specialist | Certified Entry-Level Python Programmer | AWS Practitioner | ITIL Foundations v3 | Site Reliability Engineering

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