

# Hope Grubb

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## Education

*University of North Carolina at Charlotte*, Charlotte, NC December 2023

- Master of Data Science and Business Analytics

*East Carolina University*, Greenville, NC December 2019

- Bachelor of Science in Business Administration
- Management Information Systems and Accounting

## Experience

*Motorola Solutions Inc.* November 2022 - Current

Sr. Analyst - Consumer Operations

- Train customers on report creation and maintenance through Microsoft's SSRS platform and using SQL code
- Gather custom report and dashboard requirements to properly spec both the system configurations as well as the reports or dashboards data points and calculations
- Develop reports and dashboards using SQL code to present to the customer
- Coordinate with project managers and account executives to ensure customer satisfaction and project advancement

*Centralsquare Technologies*, Greensboro, NC June 2020- October 2022

Data Conversion Engineer Level II

- Wrote and modified SQL queries, ETL (Extract, Transfer, Load) processes, and Python scripts.
- Executed PowerShell scripts to perform data conversions
- Analyzed legacy data to benchmark project scope and length
- Developed scripts to load legacy data into conversion tools and converted data into new software
- Communicated directly with customer agencies throughout implementation projects to clarify questions that arose regarding the data conversion process
- Demonstrated converted data in target system, gathered any modifications needed, and verified results of modifications

*ECU Information and Computing Services* Greenville, NC October 2018-May 2019

Business Intelligence Developer

- Analyzed project requests and developed processing specifications accordingly
- Designed, wrote, tested and debugged business intelligence 30+ reporting and analysis solutions
- Created test data and plans to ensure accuracy of new and existing reports
- Developed and delivered relevant instructional content to end users
- Assisted fellow team members and provided functional information to workers through one-on-one learning sessions
- Assisted with user requirements for new mobile application

*Dixon Hughes Goodman NEAR*, High Point, NC  
2018

June 2018-July

Intern

- Oversaw a team of 5 co-workers during file linkage
- Transferred CCH ProSystem fx Engagement files into Caseware Working Papers to link 10,000+ client accounts for company-wide software change
- Compared financial statements between platforms and updated the adjusting journal entries to reflect the correct balance

*Division of University Advancement at ECU*, Greenville, NC

August 2017- December 2017

Intern

- Compiled and analyzed data forecasting donor gift values
- Audited and validated information in electronic databases to ensure accuracy of reports
- Surveyed line staff and presented data to senior leadership to improve in-house professional development
- Refined an informative presentation that resulted in increased board member participation in corporate and foundation relations
- Participated in board meetings and briefs to better understand organizational infrastructure
- Shadowed and participated in business processes of the Medical and Health Sciences Foundation staff for 4 weeks

### **Leadership Experience**

*President of AITP (Assoc. of IT Professionals) ECU Student Chapter*

August 2018 – May

2019

- Collaborated with executive board to make organizational decisions
- Facilitated bi-weekly general body meetings
- Represented AITP at various Management Information System events
- Organized member tours to information technology companies to promote professional networking

*Vanguard Charlotte, EXPLORE Program*

NC Student Participant

Spring 2018

- Selected among peers to participate in an early talent identification program which involved networking with current Vanguard employees while gaining exposure to the finance industry.

### **Technical Skills**

- ERP System: Banner Databases, Great Plains
- Databases: Oracle, MySQL, SQL Server
- Statistical Analysis: Tableau, MS Excel, Microsoft SQL Server Reporting Service, IDEA
- Web Development: HTML, C#, PHP
- CRM: Salesforce
- Data Integration: Spoon- Data Integrator
- Other Software: Visual Studio, TOAD by Oracle, CCH ProSystem fx Engagement, Caseware Working Papers, SAGE 50, IBM Watson, PC Calc's Gift Wrap, One Agilon, InDesign, MS Word, Access, PowerPoint
- Processes: Agile, Waterfall and SCRUM

### **Activities and Honors**

- Recipient of the Eakins Scholarship Fall 2019
- Member, Beta Gamma Sigma Business Honor Society Fall 2017- Fall 2019
- Member, The College of Business Dean's Council of Leadership Spring 2018- Fall 2019
- Recipient of the Phoebe Moore Dial Scholarship of Business Fall 2018- Spring 2019
- Co-president, ECU Association of IT Professionals Spring 2018
- Vice President, ECU Student Leadership Board Spring 2018
- Economics Tutor, ECU Pirate Academic Success Center August 2017-May 2018