

# INGRID M. DIAZ

## Data Quality and MDM Analyst

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### EXPERIENCE

#### Memseer

Software start-up company for a software application focusing on time management, scheduling and other productivity services

- Create use cases for the application, clarifying problems, creating expectations, testing, and documentation.
- Implement A/B specifications, perform troubleshooting, and handle data entry tasks related to product setup. Help with any database issues, MongoDB, backup scripts, and automation using Bash scripting.
- Support business users by leading and assisting in user acceptance testing of system upgrades and enhancements, including creating user diagrams, conducting gap analysis on business rules, and defining functional requirements.
- Implement A/B specs, perform troubleshooting and handle data entry tasks related to product setup.

#### Data Quality and MDM Analyst

##### FMCC - Ford Motor Credit Company

📅 04/2022 - 03/2023 📍 Dearborn, MI

Part of a project to consolidate data flow from millions of records across Europe and North America for Ford Credit's lending system. Project creating standardization across the enterprise for golden record management, bench-marking, KPI (performance indicators), i.e. tracking of delinquent and duplicate accounts.

- Developed and validated data-quality rules with RegEx and SQL, improving dashboard accuracy and decision-making.
- Designed and implemented data mappings, pipelines, and integrated dashboards based on business requirements, improving data accessibility and enabling operational insights using Informatica MDM, Teradata, and GCP.
- Designed, built, and tested data mappings, pipelines, and dashboards to support operational insights and stakeholder requirements.
- Extracted and processed data from GCP and Teradata using warehousing concepts to improve accessibility and pipeline scalability.
- Performed root-cause analysis on data irregularities; developed regex and SQL scripts; presented finalized SQL dashboards to leadership.
- Maintained golden-record thresholds, profiling, and KPI metrics displayed enterprise-wide across Europe and North America.
- Built stakeholder relationships to gather requirements, profile data, and implement data quality checks using TeraSQL and Informatica.
- Environment: Teradata DB, GCP, Tera SQL, Informatica MDM, IDQ, Alteryx, MDM Pipelines

#### Data Analyst

##### Halight Inc

📅 2019 - 04/2022 📍 Tecumseh, ON

Learning Management Software company with 40 employees serving several Fortune 500 companies. Customer oriented role, supportive role serving eleven enterprise customers.

- Part of database team, dealing with customer requests for reporting services using Jira for the ticketing and management of customer requests.
- Developed Oracle SQL reports and interactive dashboards (SSRS, QuickSight, Power BI, Tableau) for large enterprise clients.
- Constructed complex queries for KPIs, sales, retention, acquisition, and participation, extracting, cleansing, validating data
- Ability to scale and work in a fast-paced environment. Dealt with six enterprise customers and scaled to eleven customers over three years. Dealing with tight deadlines and sensitive to detail.
- Collaborated with enterprise customers in Agile (Jira) to elicit requirements, define problems, and deliver tailored solutions
- Engineered ad-hoc analyses that uncovered insights, resolved issues, and informed strategic business decisions.
- Maintained databases, updated stored procedures, and managed reports using Oracle DB, DBeaver, Git, BitBucket, Excel.
- Environment: Oracle DB, SQL, RegEx, Jira, Git, BitBucket, AWS Quicksight, Excel, MS Teams, LastPass, DBeaver, Agile Scrum

### SUMMARY

Data professional with experience translating business needs into practical reporting, dashboard, and data-quality solutions. With an economics and statistical background allowing an advantage in data interpretation and storytelling. Skilled in Power BI, DAX, SQL, Excel, Power Query, Tableau, SSRS, and data validation, with a strong ability to gather requirements, define KPIs, support stakeholders, and improve reporting processes. Experienced in working across business and technical teams to design reliable BI solutions, promote user adoption, troubleshoot issues, and deliver insights that support better decision-making. In addition to a great customer service experience with different enterprise customers.

### KEY ACHIEVEMENTS

- 📊 Engineered interactive Power BI dashboards to visualize key performance indicators (KPIs), increasing decision-making efficiency by 35%
- ⚙️ Automated manual report generation processes using Power Query

### STRENGTHS

- 🧠 Passion for data
- 🔍 Attention to detail
- 🔧 Strong problem solver
- ⚙️ Process efficiency
- 💎 Team Player and great interpersonal skills

### LANGUAGES

Spanish  
Fluent



### SKILLS

#### Industry

Automotive    Learning Management

Labour Relations    Staffing Industry

Automotive Lending

## EXPERIENCE

### Supervisor, Labour Economist

#### Government of Ontario, Ministry of Labour

📅 09/2012 - 2018 📍 Toronto, ON

Onboarded to **spearhead improvements in data collections** and reporting services for Collective Bargaining Information Services.

- Supervise a team of economists on monthly labour market reports and publications.
- Designed and improved the preparation of monthly, quarterly, and yearly publications for both policymakers and the general audience, adding new sections and insights on collective bargaining statistics and data.
- Conducted labour market analysis and built data models to assess trends, variances, and evaluate the impact of policy changes.
- Managed data life-cycle, including collection, entry, data wrangling (cleaning, standardization, validation) to improve data integrity and usability. Conducted analysis and reporting, culminating in monthly, quarterly, and annual publications, as well as ad hoc reports and briefings for internal stakeholders and senior policymakers.
- Published research on construction sector economic outlook affecting 300 contract agreements renewed during renewal season.
- Developed reporting suite, standards, integrity checks, and ad-hoc reports ensuring accurate migrated data.
- Improved databases and built forecasting data models to analyze trends and policy impacts.
- Developed new methods for gathering, interpreting, and reporting lump sum and other collective agreement data, delivering actionable insights to government decision-makers.

#### Business Analyst

- Participated in the development, testing, and deployment of custom collective agreement and data collection application.
- Partnered with Business Analyst on a weekly basis as a product specialist, created user stories, performed gap analysis on business rules, functional requirements, and process flows to inform design decisions. Attended weekly meetings to review acceptance criteria for new roll-outs. Other tasks included user acceptance testing (UAT) and translating stakeholder needs into functional requirements, change requests, and prioritized backlogs.
- Collaborated with the QA team to create test plans and test cases. Validated migrated data using statistical and reconciliation checks. Defined data quality rules and acceptance criteria to ensure accuracy while developing new reporting standards, data integrity checks, and ensuring the accuracy of migrated data through statistical report validation.
- Improved existing database structures to enhance accessibility and support efficient data extraction and forecasting. Conducted labor market analysis and built data models to assess trends, variances, and evaluate the impact of policy changes.
- Managed data lifecycle, including collection, entry, validation, analysis, and reporting, culminating in monthly, quarterly, and annual publications, as well as ad hoc reports and briefings for internal stakeholders and senior policymakers.
- Designed and improved the preparation of monthly, quarterly, and yearly publications for the general audience, adding new sections and insights on collective bargaining statistics and data. Developed new methods for gathering, interpreting, and reporting lump sum payments and other data, delivering actionable insights to government decision-makers.
- Produced end-to-end documentation—reference guides, data dictionaries, and operating procedures—to support knowledge transfer and operational hand-off to support teams.
- **Environment:** SAS, IRIS (Industrial Relations Information System), DRS (Dispute Resolution Services custom software), Adobe InDesign, Word, Excel (Pivot tables, VLookup), Tableau, SAP Business Objects (Boxi) Reporting

### Business Consultant

#### Personnel by PROSTAFF

📅 05/2012 - 07/2012 📍 Windsor, ON

Wrote application for the RBC Women Entrepreneur Awards for a small but fast-growing staffing firm. Paper included a business plan, with the following:

- Analysis on the industry, economic outlook, strategic growth, competitive analysis and information on recent laws Policies and legislation affecting the staffing industry.
- Defining a business plan in terms of operations, human resources, marketing plan, and analysis on financial performance.
- Presenting CEO with detailed reports charts and graphs pertaining to company
- Assessed company's growth potential; company had grown 200% in five years
- Saved half the time needed for the project by properly documenting each source of information and establishing priorities and organizational optimization.

## SKILLS

### Technical

SQL Teradata Data Warehousing

Data Modeling Data Extraction

Data Transformation and Loading

Data Analysis Statistics Economics

Business Intelligence Visualization

Power BI Tableau QuickSight

Dashboard Development Reporting

Report Automation Data Engineering

Data Quality Google Cloud Provider

Master Data Management Data Pipelines

Workflow Design Data Validation

Data Standardization Programming Tools

Python Pandas Numpy Seaborn

Regular Expressions Regex Informatica

MDM JSON Alteryx

Google Cloud Platform Git SAS

Tableau Excel Word

Regular Expressions MySQL MSSQL

EViews ARIMA ARCH GARCH

Oracle SQL JSON Java C

Assembly Language

Diagramming (sequence, class, UML)

Teradata MDM Pipelines Statistics

Data Analytics Git Bitbucket R

JavaScript HTML

Python (Pandas, Numpy, Seaborn, Plotly)

Data Processing Data Visualization Agile

Jira UAT MATLAB MAPLE

Microsoft Power BI

## EXPERIENCE

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### Teacher's Assistant

#### University of Windsor

- 📅 09/2009 - 12/2011 📍 Economics Department at University of Windsor, Windsor, ON
- Proctored and assisted students prepare for exams in the Labour Institutions course.
  - Assisted undergraduate students in various courses offered by the Economics Department.

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### Research Assistant

#### University of Windsor

- 📅 09/2011 - 12/2011 📍 Economics Department at University of Windsor, Windsor, ON
- Retrieved and analyzed data for research purposes in Microeconomics.
  - Researched industrial relations theory and applications to commercial markets
  - Data mining, analysis and hypothesis testing.
  - Proctor students during exams and provide homework help during TA office hours.

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### Graduate Student

#### University of Windsor

- 📅 09/2009 - 12/2011 📍 Economics Department at University of Windsor, Windsor, ON
- Research paper on the Determinants in Canadian Exports of Horticultural Products to the U.S. and the Impact of NAFTA on these Determinants. Developed time series model and hypothesis testing on the impact of NAFTA vs CUSFTA on the Canadian exports using R programming language and python libraries such as Pandas, Numpy, Plotly and Seaborn.

## SUMMARY OF PROFESSIONAL QUALIFICATIONS

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- Quantitative skills; statistics, data mining, econometrics, creating own regression with analysis, hypothesis testing.
- Prepare reports, research papers, educational texts, or articles using technical terminology.
- Conduct comparative research on marketing strategies for industrial and commercial products and services.
- Conduct research and develop models to analyze, explain and forecast economic behaviour and patterns, and devise methods for collection and analysis of data; study mathematical formulae and statistical techniques and apply them to the testing and quantifying of economic theories and the solution of economic problems.
- General linear and non-linear models, simultaneous equation econometric models, time series (bivariate and multivariate), cross-sectional econometric models, moving average and Bayesian estimation.
- Strong SQL background, making reports and database maintenance
- Engineere interactive Power BI dashboards to visualize key performance indicators (KPIs).
- Strong background in report development, both as a technical data driven professional and as a writer.
- Strong problem solver with inner need to make processes efficient.

## EDUCATION

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### Bachelor of Science, General Computer Science

#### University of Windsor

- 📍 ON
- Java, C, Computer Architecture I & II, System Programming (Bash), Algorithms, Database Management, Object Oriented Programming, Operating System Fundamentals, Web Development Programming, Artificial Intelligence

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### Master of Arts, Economics

#### University of Windsor

- 📍 ON
- Macroeconomics, Microeconomics, Advanced Econometrics I and II, Industrial Organization (Theory and Applications), Monetary Theory, Mathematical Economics

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### Honours, Bachelor of Commerce, Business Administration and Economics

#### University of Windsor

- 📍 ON
- Concentration in Finance: Corporate Finance I and II, Working Capital, Long-term Financial Management, Corporate Valuation, Investment Fundamentals, International Finance and Pension management

## TRAINING / COURSES

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### Intermediate/advanced Adobe InDesign

DPA Solutions, Toronto Ontario

## FIND ME ONLINE

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### Social Network

Username