Malgorzata Mical, Business Analyst

EMPLOYMENT HISTORY

Jul 2023 — Present

Business Systems Analyst (Contract), University of Tennessee Center for Learning, Education and Employment

Knoxville, TN

- Analyzed four legacy systems and developed strategic project plans to guide a full redesign over the course of a year. Worked closely with key stakeholders to ensure all solutions aligned with project goals and compliance requirements.
- Led the end-to-end creation, testing, and implementation of new integrated systems, elevating a basic Excel workflow into a dynamic network of dashboards and automations using Smartsheet.
- Resulted in a 60% reduction in referral response time, decreasing it from three days to one, and accelerating the content review process from five months to two.
- Created clear documentation and training resources, and facilitated onboarding sessions with staff across ten partners to support adoption.
- Continuously monitored system performance to ensure efficiency, usability, and long-term sustainability, with proven high satisfaction rates from users, as reflected in post-implementation surveys and feedback.
- Produced targeted promotional content using Meta Business Suite insights, data analysis, and social trend monitoring, driving a follower increase of over 200%.
- Reviewed and evaluated digital resources for compliance with ADA and WCAG 2.1 accessibility standards, and developed accessible digital materials that meet established accessibility requirements.

Feb 2022 — Aug 2023

Data Analyst, University of Kentucky Human Development Institute

Lexington, KY

- Received, prioritized, and analyzed healthcare data to create weekly and monthly reassessment reports in line with leadership standards and guidelines, supporting peer support initiatives.
- Developed reports analyzing qualitative and quantitative data to demonstrate alignment with KPIs, helping government stakeholders assess project success and support continued or new grant funding opportunities.
- Gained hands-on experience with various project management methodologies, including Agile, while leading cross-functional initiatives. Skilled in adapting frameworks to meet project needs, enhance collaboration, and deliver results efficiently.
- Assisted with the development of data standards, data mapping, and data management processes to support business execution.

May 2021 — Feb 2022

Bank Teller, Wells Fargo

Gainesville, FL

- Leverage expert customer service to all clients and assisted customers on a daily basis with their accounts while thoroughly followed bank policies, procedures and guidelines.
- Contribute to branch outcomes by team member in cross-selling bank products to customers at every opportunity to meet digital engagement goals regarding accounts, credit cards, and loans.

May 2019 — Aug 2019

Mass Media Specialist, Smithsonian Center of Folklife and Cultural Heritage

Washington, D.C.

- Crafted and published articles about different cultures globally and locally, pursue storylines and organize meetings with experts within the chosen cultural field.
- Strategizing with team members to plan and execute sophisticated multimedia articles that catered to the magazine’s audience

EDUCATION

Sep 2023 — Sep 2024

MSc Business Analytics, University of Edinburgh

Edinburgh

- Gained comprehensive expertise in Predictive Analytics and Modelling of Data, Prescriptive Analytics with Mathematical Programming, and Principles of Data Analytics, coupled with proficiency in Python Programming, to enhance critical problem-solving and strategic decision-making skills.
- Dissertation: "The Use of Economic Models and Scenario Analysis in Forecasting the Revenue Effects of Edinburgh’s Visitor Levy". Developed time modelling techniques to predict the financial

outcomes of Edinburgh's proposed Visitor Levy. Conducted scenario analysis to evaluate the implications of different tourism and policy variables on revenue streams.

- Received Edinburgh Award in Global Employability, to enhance self-awareness and personal development, engaging in leadership workshops, and expanding my professional network for future career resilience and skill articulation.

Jan 2021 — Dec 2022

Associate in Data Science, Data Science, St. Petersburg College

St Petersburg, FL

- Completed coursework in SQL, Database Design, Python Data Science, Statistical Modeling, Business Intelligence, and Data Modeling, gaining skills in data acquisition, analysis for predictive analytics, and report generation for stakeholders.
- Graduated with Summa Cum Laude.

Aug 2017 — May 2020

Bachelor of Arts, University of Florida

Gainesville, FL

- Graduated Summa Cum Laude in English Literature with a Minor in Russian, showcasing academic excellence through a rigorous honors thesis project.

SKILLS

Smartsheet	Expert	Adobe Creative Suites	Skillful
Qualtrics	Skillful	Tableau	Skillful
Microsoft	Expert	SQL	Skillful
Agile	Skillful	WCAG 2.1/2.2	Skillful

LANGUAGES

Polish	Highly proficient	Chinese	Good working knowledge

EXTRA-CURRICULAR ACTIVITIES

Aug 2020 — Present

Assistant Editor, Nashville Review

Nashville, TN

Read through submissions, facilitate conversations about manuscripts and publishing, and make decisions about which works to accept.
