

ALISIRAH (ALI) AHMETSPAHIC

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SENIOR BUSINESS INTELLIGENCE ANALYST | DATA ANALYTICS | BUSINESS PERFORMANCE ANALYST

Analytics and Business Intelligence professional with 10+ years of experience transforming **complex operational data** into **actionable business insights** that drive **business performance**, improve **data quality**, and support **executive decision-making** within a **Fortune 500 environment**. Experienced developing **enterprise dashboards**, analyzing and reconciling **large data sets**, performing **trend analysis**, and delivering **executive reporting**. Proven ability to collaborate with **cross-functional stakeholders**, gather **business requirements**, improve **business processes**, and deliver **data-driven solutions** that support strategic initiatives.

HIGHLIGHTED ACHIEVEMENTS

- Produced more than 150 executive reporting packages annually.
- Completed over 100 reporting enhancements and operational change requests.
- Identified more than \$383,000 in annual company savings through reporting, operational analysis, and process improvements.
- Standardized reporting processes across multiple enterprise client portfolios.

CORE COMPETENCIES

BUSINESS & ANALYTICS

Business Intelligence
Data Analytics
Trend Analysis
KPI Development
Data Reconciliation
Executive Reporting

TOOLS & REPORTING

SQL
Power BI
Tableau
Advanced Excel
Dashboard Development

PROCESS & STRATEGY

Root Cause Analysis
Process Improvement
Requirements Gathering
Cross-Functional Collaboration
Reporting Automation
Contract Compliance Review

PROFESSIONAL EXPERIENCE

Business Performance Analyst | 2020 – Present

- Designed and maintained executive dashboards supporting Finance, Operations, and Client Services.
- Analyzed enterprise operational data to identify trends and business improvement opportunities.
- Reconciled large data sets from multiple systems to ensure reporting accuracy.
- Developed SQL-driven reporting solutions and KPI dashboards for executive decision-making.

- Performed root cause analysis of operational and financial performance issues.
- Prepared executive presentations communicating analytical findings and recommendations.
- Partnered with Finance, Operations, and Technology teams to improve reporting quality.
- Supported reporting enhancements through requirements gathering, testing, and implementation.

System Quality Assurance (QA) Analyst | 2018 – 2020

- Executed User Acceptance Testing (UAT), regression testing, and functional testing.
- Validated software functionality against business requirements.
- Created test plans and quality assurance documentation.
- Performed root cause analysis and collaborated with developers to resolve issues.

Market Analytics | Billing Operations | 2015 – 2018

- Analyzed utility billing exceptions resulting from rate changes, abnormal usage patterns, seasonal fluctuations, and one-time utility charges.
- Investigated and resolved flagged billing exceptions by validating account activity, historical trends, and contractual billing requirements.
- Managed client approval-to-pay requests for one-time charges and non-standard utility bill adjustments.
- Performed trend analysis to detect potential water leaks, abnormal electric consumption, and other anomalies, proactively communicating findings and recommendations to clients.
- Improved data quality through detailed account analysis, exception resolution, and process standardization.

EDUCATION

Bachelor of Science in Information Technology (In Progress)

Associate of Applied Science – Mechanical Engineering Technology
Spokane Community College

CERTIFICATIONS

- Programming for Everybody (Python)
- Data Science: R Programming Basics
- Data Science: Visualization with R
- AutoCAD
- SolidWorks
- CATIA V5