

CECILIA THOMPSON

Business Intelligence & Analytics | Power BI · SQL · Databricks

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PROFESSIONAL SUMMARY

Business Intelligence and Analytics professional with 5+ years of experience delivering enterprise analytics solutions and supporting BI platforms across complex business environments. Experienced in Power BI platform support, semantic modeling, performance optimization, capacity monitoring, data governance, and enterprise reporting. Trusted partner to business and technical stakeholders, translating complex requirements and platform challenges into scalable solutions that improve reliability, adoption, and decision-making. Skilled in Power BI, SQL, Databricks, data modeling, and Azure DevOps, with experience supporting analytics initiatives across multiple business functions. Currently pursuing an M.S. in Business Analytics & Data Science at Oklahoma State University, expected December 2026.

CORE COMPETENCIES

Business Intelligence & Analytics: Power BI · DAX · SQL · Databricks · Advanced Excel · Semantic Modeling · Data Modeling · Executive Dashboards · KPI Development · Performance Optimization

Enterprise BI & Platform Support: Power BI Platform Support · Capacity Monitoring · Performance Troubleshooting · Production Support · Data Quality · Reporting Standards · Self-Service Analytics · User Enablement

Systems & Delivery: Enterprise System Implementation · Data Integrity & Validation · Requirements Gathering · Azure DevOps · Boards · Sprints · Pull Requests · Agile Methodologies · Documentation

Business & Stakeholder Leadership: Executive Reporting · Cross-Functional Partnership · Stakeholder Management · Requirements Translation · Training & Enablement · Process Improvement · Business Decision Support

Technology & Productivity: Microsoft 365 Copilot · Cursor · Perplexity · AI-Assisted Development

Languages: Bilingual — English / Portuguese

PROFESSIONAL EXPERIENCE

Business Intelligence & Analytics 2025 – Present

Williams Companies, Inc. | Tulsa, OK | Fortune 500 energy infrastructure

- Support the enterprise Power BI platform and reporting ecosystem, partnering with teams across the organization to maintain reliable, scalable, and high-performing analytics solutions.
- Lead the design and development of enterprise Power BI dashboards, semantic models, and reporting solutions used by stakeholders across multiple business functions.
- Monitor Power BI capacity and platform performance, investigate resource-intensive workloads and production issues, and partner with report owners and stakeholders to improve performance and platform reliability.
- Serve as a technical resource for complex Power BI issues, troubleshooting DAX, semantic models, data quality, refresh failures, access, performance, and production reporting incidents.
- Partner with business stakeholders to translate complex business requirements into scalable analytics solutions aligned with enterprise data and reporting standards.
- Collaborate with data engineering, platform, and DevOps teams to resolve cross-system issues and deliver production analytics solutions using Power BI, Databricks, SQL, and Azure DevOps.
- Validate complex enterprise datasets and reporting pipelines using SQL and Databricks, identifying data-quality issues and ensuring trusted information reaches business users and leadership.
- Manage multiple analytics initiatives simultaneously through Azure DevOps, balancing production support, platform priorities, stakeholder requests, and new solution development.
- Drive self-service analytics and platform adoption through stakeholder training, documentation, and guidance on Power BI development and performance best practices.
- Identify recurring reporting and platform challenges, recommend process and technical improvements, and share reusable solutions and development patterns with the broader BI community.
- Leverage AI-assisted development tools, including Microsoft 365 Copilot, Cursor, and Perplexity, to accelerate DAX/SQL development, troubleshooting, documentation, and solution delivery.

IT Business Intelligence & Reporting Intern May 2024 – Aug 2024

Williams Companies, Inc. | Tulsa, OK

- Designed and delivered an enterprise Power BI solution providing executive leadership, IT directors, and the PMO with centralized visibility into project performance, health, timelines, and key performance indicators.
- Developed the Delivery Management Center reporting solution to maintain critical project-management visibility during the organization's transition from ServiceNow to Ivanti, addressing reporting and project-management capabilities not available in the new platform.

- Integrated data from multiple enterprise source systems into a unified semantic model, creating a consistent source of information for project performance and executive decision-making.
- Automated previously manual reporting processes, eliminating more than 100 hours of manual work per month for the project management team.
- Designed KPI-driven dashboards to highlight project health, delivery timelines, risks, and performance against enterprise benchmarks.
- Partnered with PMO stakeholders to gather requirements, evaluate reporting gaps, prioritize enhancements, and iteratively improve the solution through Agile sprints.
- Presented reporting capabilities and insights to stakeholders and led training sessions to drive adoption and effective use of the new analytics solution.

HR Operations & Insights Intern Jan 2024 – May 2024

CBIZ | Tulsa, OK

- Supported HR operations and people analytics initiatives, partnering with HR leadership to translate workforce data into recommendations related to onboarding, employee engagement, and retention.
- Analyzed employee lifecycle data to identify onboarding gaps and opportunities for process improvement.
- Designed a structured 30/60/90-day employee touchpoint framework to strengthen new-hire engagement and early-tenure retention and presented recommendations to HR leadership for adoption.
- Contributed to strategic HR initiatives spanning DEI, policy revisions, employee experience, and internal learning frameworks.
- Facilitated onboarding sessions and developed process documentation to improve the consistency and effectiveness of the new-hire experience.
- Redesigned internal learning materials to improve usability and better align resources with employee career-development pathways.

Business Analyst, Finance Operations 2011 – 2015

Sintese Comercial Hospitalar | Goiânia, Brazil

- Served as a Business Analyst supporting finance operations for a healthcare distribution company, with responsibility for data analysis, reporting automation, process improvement, and system data integrity.
- Led data validation and cleansing activities during an enterprise system implementation, improving data accuracy by 60% and supporting reliable migration of master and transactional records.
- Automated financial reporting processes using advanced Excel, reducing report production time by 50% and developing reusable templates adopted across the finance team.
- Managed and analyzed more than \$300K in monthly accounts receivable across five banks, using trend analysis and process improvements to reduce delinquency from 10% to 5%.
- Partnered with cross-functional teams to define KPIs, establish reporting standards, and improve financial reporting workflows.
- Analyzed cash flow, accounts receivable, and customer behavior to provide actionable insights supporting operational and executive decision-making.

EDUCATION

M.S., Business Analytics & Data Science | Oklahoma State University, Stillwater, OK • In progress, expected December 2026

B.S., Management Information Systems | Oklahoma State University, Stillwater, OK • 2020 – 2024

REFERENCES

Available upon request.