

Hannah Ward

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EDUCATION

Master of Science, IT Management

December 2021

The University of Texas at Dallas

Bachelor of Science, Information Systems

May 2018

The University of Arkansas

2018 Outstanding Undergraduate Student

EXPERIENCE

Valor Victoria, West Fargo, ND

Software Analyst

August 2022 – June 2024

- Led end-to-end software migration projects for 10+ legacy applications to modernize company-specific systems and improve data integrity
- Drove cross-departmental collaboration to assess business issues, design solutions, and drive adoption, while achieving budget and meeting project deadlines
- Created and validated test cases for company-specific SaaS system
- Led Babelway integration of 20+ PDF and 10+ EDI translation processes involving multi-platform integration across internal departments and external clients

System Support Analyst

March 2022 – August 2022

- Reduced team daily workload by 35% through Python automation of legacy Google Sheets formatting process
- Provided continuous software support by delivering swift resolutions to minimize operational disruptions

The University of Texas at Dallas, Richardson, TX

BCOM Teaching Assistant

August 2020 – August 2021

- Assessed student assignments and provided constructive feedback to support learning and development
- Developed test questions to assess key business concepts and communication strategies

Hilton RMCC, Addison, TX

Revenue Specialist

June 2018 – August 2020

- Managed revenue and pricing strategies for a portfolio of 13 diverse hotel properties
- Provided stakeholder value through daily communication, market-trend analysis, and YOY revenue comparisons
- Automated daily reporting tasks to decrease task-completion time by 50%

Revenue Management Intern

May 2017 – August 2017

- Received award for designing and constructing macros to streamline data collection from 50+ reports
- Interpreted forecasting data from SAS system to provide price recommendations to Hilton hotels
- Collaborated with team to present business development recommendations to Hilton executives

E2open, Rogers, AR

Customer Insight Analyst Intern

November 2017 – May 2018

- Utilized MicroStrategy to design dashboards based on broad customer requirements
- Assessed data trends across major retailers to determine valuable performance indicators for client reports

TECHNICAL SKILLS

- **Languages:** Python, SQL
- **Data Visualization:** MicroStrategy, Tableau, Power BI, Domo
- **Additional Skills:** Agile Methodologies, EDI integration, Google Apps Script automation, Babelway integration