

Dominique Carney

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SUMMARY

Experienced technical professional skilled in process improvement, security management, and data analysis, with expertise in translating user insights into actionable recommendations for digital products. Seeking to apply analytical skills to safeguard critical infrastructure and data assets, with a proven track record in conducting user research and enhancing user experience.

SKILLS

Front End: HTML, CSS, JavaScript

Software: PowerBI, Tableau, Oracle, MySQL

Backend: SQL

Tools: JIRA, MIRO, Figma, Confluence

EXPERIENCE

User Experience Researcher

KraftHeinz Company

September 2021 - September 2023, Chicago, IL

- Conducted comprehensive usability testing across 3 digital PowerBI platforms, utilizing both qualitative and quantitative research methods, leading to actionable insights that improved user adoption by 35%.
- Led extensive user testing sessions within Power BI, identifying critical pain points and driving actionable recommendations to enhance digital product adoption for manufacturing and sales organizations, resulting in revenue growth and increased sales.
- Conducted in-depth user research through interviews, surveys, and usability testing with internal participants, leading to design changes that increased user adoption by 15%.
- Conducted user behavior data analysis to inform design decisions, driving a 30% increase in user adoption on a sales digital platform.

Senior Sales Security Analyst

KraftHeinz Company

April 2018 - September 2021, Chicago, IL

- Led technical assessment initiatives to expedite the identification of challenges and provide actionable recommendations for continuous improvement, leading to streamlined processes and a 20% increase in efficiency.
- Spearheaded cross-functional collaboration with IT teams to assess and implement innovative solutions for enhancing User Interface and Automation in the sales organization, resulting in a 95% increase in usability and productivity.
- Orchestrated the implementation of newly designed capabilities, translating conceptual solutions into practical implementations, thereby enhancing the organization's technological infrastructure and bolstering operational effectiveness.
- Leveraged data analysis techniques to extract actionable insights, accelerating decision-making processes and optimizing technical operations, contributing to operational efficiency.

CPE Compliance Coordinator

Grant Thornton LLC

November 2017 - February 2018, Chicago, IL

- Utilized technical skills in data management and analysis to identify bottlenecks in the compliance processes and develop targeted solutions.
- Utilized Excel and accounting software to track and analyze CPE credits, streamlining the verification process and reducing errors by 97%.
- Evaluated CPE credits using accounting principles and compliance guidelines to ensure alignment with industry standards and regulations.
- Implemented streamlined communication channels between compliance and database system, resulting in a 15% increase in efficiency in tracking CPE activities.

Oracle Database Administrator

IBM

April 2015 - November 2017, Chicago, IL

- Led Oracle database administration for City of Chicago's Traffic Parking Project, managing over 1TB of data, resulting in seamless data processing and supporting critical operations.
- Utilized intermediate SQL skills to optimize database performance, streamline data retrieval processes, and enhance overall system efficiency.
- Utilized Excel functions and pivot tables to analyze data weekly, extracting key insights that informed strategic decision-making and optimized project outcomes.
- Developed and maintained strong collaborative partnerships with stakeholders, ensuring compliance with financial regulations.

EDUCATION

Masters of Science in Human - Computer Interaction

DePaul University · Chicago, IL · 2016

Bachelors of Social Science in Anthropology

Minor in Women/Gender Studies · DePaul University · Chicago, IL · 2012
