

Kenye Mays

Atlanta, Georgia, 30310

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DATA ANALYST

PROFESSIONAL SUMMARY: Dedicated and motivated technology and data-focused professional with a solid foundation in Excel, SQL, data visualization, troubleshooting, and analytical problem solving. Proven record of accomplishment of supporting operations in the healthcare insurance industry, improving workflows, and collaborating cross-functionally as a Scrum Master. Seeking to leverage my technical expertise, strong communication skills, and analytical mindset to contribute meaningfully within the technology and data analytics field.

TECHNICAL SKILLS

- Project & Agile Tools: Jira, Confluence, Atlassian Suite
- Front-End Development: HTML, CSS, JavaScript, React
- Back-End Development: Java, .NET, C#
- Data & Databases: SQL, ETL processes, Relational Databases
- Analytics & Visualization: Tableau, Power BI, Excel, Google Analytics, Salesforce
- Presentation: Microsoft PowerPoint, Google Slides

CORE COMPETENCIES

- Translating business needs into scalable technical and analytical solutions
- Driving data-informed decisions through analysis and storytelling
- Communicating clearly with technical and non-technical stakeholders
- Solving complex problems with structure and precision
- Adapting quickly in fast-paced environments
- Leading initiatives and owning outcomes
- Ability to manage high volumes of data under tight deadlines
- Effective verbal and written communication skills

EDUCATION

Per Scholas, Atlanta, GA (National)
Data Analytics

March 2026

University of Georgia Athens, GA
Bachelor of Science, Computer Science

May 2022

PROFESSIONAL EXPERIENCE

Express Scripts/Cigna, Jersey City, New Jersey
Information Technology Process Analyst

August 2022 – October 2025

- Analyzed sprint metrics (velocity, cycle time, burn down) across 12+ sprints, improving team predictability by 15%.
- Tracked key agile metrics and delivered insights that boosted team efficiency by 10–20%.
- Used SQL, Tableau, Power BI, and Excel to analyze 1,000+ customer feedback entries, producing 5+ actionable recommendations.
- Collaborated with 6–8 stakeholders to align agile delivery with strategic goals and improve operational efficiency.
- Maintained accurate sprint tracking and documentation using Jira and Confluence

Amazon, Seattle, Washington
Amazon Propel Program Intern

June 2021 - August 2021

- Improved technical documentation for the development team, cutting user errors by 40% and increasing user satisfaction.
- Developed a headcount management system that mapped employees to their managers and improved organizational visibility.
- Designed the system to centralize team-to-manager reporting, reducing manual tracking time by 30%.