

ALONDRA CARBAJAL

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Data & Operations Professional with experience building reporting dashboards, managing high-volume records, and supporting data-informed decision-making across education, business, and market analytics environments. Trained directly by Chicago Public Schools Network data support staff to independently clean and manage raw data, reducing team workload while meeting reporting deadlines. Skilled in developing dashboards (Looker Studio), tracking systems, and performance metrics for stakeholders at multiple levels. Microsoft Excel (MOS) Certified, with Microsoft Access and Power BI Data Analyst certifications in progress, and fluent in English and Spanish.

SKILLS

- **Data & Analytics:** Data Analysis • Data Validation • Data Reconciliation • KPI & Performance Tracking • Dashboard Creation (Looker Studio) • Performance & Engagement Reporting • Trend Identification • Microsoft Excel (MOS Certified) • Microsoft Access (In Progress) • Power BI (In Progress)
- **Operations & Compliance:** Documentation Management • Compliance Reporting • Process Improvement • Recordkeeping for Multi-Stakeholder Systems • Workflow Coordination
- **Communication & Training:** Translating Data into Actionable Recommendations • Stakeholder Communication • Cross-Functional Collaboration • Training & User Support
- **Technical Skills:** Microsoft Office Suite (Excel, Word, PowerPoint, Outlook) • Google Workspace • Looker Studio • Database Tracking Systems
- **Licenses & Certifications:** Microsoft Office Specialist (MOS): Excel Associate (MO-200) • Microsoft Access (In Progress) • Microsoft Certified: Power BI Data Analyst Associate (In Progress)
- **Languages:** Fluent in English and Spanish

WORK EXPERIENCE

Chicago Public Schools

August 2024 – July 2025

Restorative Justice Coordinator

- Trained one-on-one with Network data support staff to learn data cleaning and management processes; independently manipulated raw, uncleaned attendance and student data to reduce Network workload and meet school-specific reporting needs
- Tracked attendance and engagement data for 900+ students, identifying trends and supporting intervention planning
- Performed high-volume data entry, reconciling records across multiple sources to maintain a centralized tracking system used by 19 staff members
- Developed reports and visual dashboards to communicate attendance trends and support data-informed decision-making by school leadership
- Maintained accurate documentation of student progress and service delivery for reporting and compliance purposes
- Collaborated with administrators and cross-functional teams to improve data processes and communication workflows

Chicago Public Schools

September 2021 – January 2024

Recess Monitor

- Maintained organized, structured daily operations for a school serving 400+ students
- Collaborated with staff to support engagement, supervision, and a positive school climate

Coyote Logistics

Summer 2023

Operations Intern

- Maintained accurate operational records and updated shipment data within internal tracking systems
- Coordinated communication with clients regarding scheduling, documentation, and service updates
- Responded to customer inquiries regarding pricing, scheduling, and delivery status, ensuring timely resolution

VOLUNTEER EXPERIENCE

Casa Michoacan

October 2011– Present

Volunteer

- Coordinated with Mexican government partners to support funding allocation for low-income communities and maintained communication throughout project execution
- Organized fundraising initiatives to fund a clinic for a rural town in Mexico and drafted four project proposals supporting community development

EDUCATION

University of Illinois at Chicago – College of Business Administration

Spring 2024

Bachelor of Science in Information Systems — GPA: 3.56 (Honors)

Richard J. Daley College

December 2021

Associate of Arts in Business and Economics — GPA: 3.70 (Honors)