

Molly Borough

Data Analyst and Business Intelligence Specialist

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PROFESSIONAL OVERVIEW

Master's level professional bringing a distinctive combination of experience and training to every challenge. Proven expertise across the data lifecycle, statistical analysis, and strict data governance with a background spanning machine learning data training, institutional research, and healthcare operations. Set apart by an ability to uncover meaningful patterns and communicate findings in a way that resonates with executives and multi-disciplinary teams.

WORK EXPERIENCE

OPERATIONAL STRATEGY AND PEOPLE ANALYTICS EXTERN | Amazon, Remote

MAY 2026 - AUG 2026

- Scraped employee feedback data from multiple sources to identify operational workforce pain points, and attrition drivers within Amazon warehouses.
- Cleaned, transformed, and analyzed unstructured text and audio data using Python, Pandas, NLTK, and TextBlob, including keyword frequency, sentiment scoring, and comparison across data sources.
- Applied thematic analysis, workforce segmentation, root-cause analysis, and friction mapping to evaluate and recommend priority cohorts for action and connect issues to operational outcomes.
- Translated and presented findings into executive slide deck, outlining the business problem, target workforce segment, proposed intervention, implementation plan, and measurable success indicators.

MEDICAL SCRIBE & QA SPECIALIST | DeepScribe, Remote

DEC 2021 - DEC 2022

- Provided critical validation for proprietary large language models, engineering high-fidelity ground-truth datasets to optimize ambient AI model output.
- Audited text outputs against raw audio files, identifying, correcting, and logging data discrepancies to ensure clean data for relational databases.
- Translated unstructured conversational data into strict, standardized schemas, designing structural frameworks equivalent to SQL database tables with explicit data types and field constraints.
- Managed highly sensitive, HIPAA protected patient records by executing strict data governance and anonymization protocols, separating protected health information from analytical fields via relational lookup tables.

CUSTOMER SERVICE REPRESENTATIVE | Bank of America Team at Aucera, Athens

JUN 2020 - APR 2021

- Navigated complex financial CRM databases to accurately input, update, and maintain thousands of customer account records under tight time constraints during pandemic driven call surges.
- Maintained top performance metrics, including >90% satisfaction rate and First Call Resolution, during constant massive call volumes as the sole point of contact for banking clients.
- Executed rigorous multi-factor identity verification protocols, ensuring 100% compliance with banking regulations, data privacy laws, and strict internal information security standards.

CLINICAL RESIDENTIAL MANAGER | MARR Treatment Centers, Atlanta

APR 2017 - FEB 2019

- Managed the daily workflow, occupancy metrics, and on-site staff to maintain a safe, structured Therapeutic Community model for residents.
- Created reports that merged qualitative clinical feedback, legal correspondence, and operational behavioral logs into summaries presented at weekly multi-disciplinary clinical team meetings.
- Standardized data logging procedures across residential staff and performed rigorous data audits on client records to ensure 100% compliance with Joint Commission and state regulatory governance.

WOMEN'S IOP PROGRAM DIRECTOR | ALANA Recovery Center, Kennesaw

MAY 2016 - MAR 2017

- Designed, implemented, and optimized clinical curriculum and scheduling for the women's IO Program.
- Conducted utilization reviews and audited electronic health records, group therapy notes, and individual treatment plans for insurance reimbursement.

GRADUATE RESEARCH ASSISTANT | Georgia State University, Atlanta

AUG 2014 - MAY 2016

- Executed primary data collection for a research study evaluating the efficacy of an early childhood development program, producing findings that influenced and informed state-level policy.
- Conducted hundreds of standardized, multi-variable clinical assessments to gather high-fidelity behavioral and cognitive metrics for longitudinal studies.
- Managed 6-person team during data ingestion processes, translating raw field observations into centralized databases while enforcing strict data validation rules and maintaining data integrity.
- Safeguarded participant data privacy by implementing rigorous anonymization protocols in strict compliance with FERPA and IRB privacy regulations.

EDUCATION

Professional Certification in Business Intelligence Analytics | TripleTen

2025 - 2026

Data Analytics Career Track Coursework | Springboard

2023 - 2024

Master of Science in Clinical Mental Health Counseling | Georgia State University

2014 - 2016

Bachelor of Science in Psychology | Georgia State University

2009 - 2013

SKILLS

Advanced Excel
Supervised Machine Learning
Database Systems
Data Analysis

SQL
SPSS
Data Governance
Data Visualization

Python
Executive Reporting
Data Lifecycle Management
Operations Analytics

Tableau
KPI Mapping
Primary Data Collection
Cohort Analysis

Power BI
Process Optimization
Data Annotation
Trend Analysis