

Pamela Courter

SQL Programmer/Data Analyst

Overview

Experienced Data Professional specializing in call center analytics, SSRS reporting, and complex SQL development. Experienced in building data pipelines that turn technical database information into simple, high-level metrics for decision-makers. A proactive collaborator focused on optimizing data collection and delivering high-accuracy reporting to support executive decision-making.

Experience

December 2003-December 2025

SQL Programmer| Focus Services – Roy, UT, USA

- Developed and optimized SQL stored procedures for complex data modeling, featuring CTEs, window functions, and multi-table Joins to deliver complex business insights.
- Developed and automated complex SSRS and C# reports, delivering custom Excel-based solutions that streamlined operational support and met diverse client specifications.
- Contributed to the development of commercial dashboard software by auditing data pipelines and defining core business metrics, resulting in improved data integrity and successful product deployment
- Automated data-quality reporting to identify entry errors, reducing data discrepancies by 25% and driving targeted retraining that improved call outcomes.
- Collaborated with cross-functional stakeholders to audit low-performance areas, delivering data-driven recommendations that optimized agent output and clarified complex trends.
- Maintained comprehensive technical documentation for multiple campaign IT processes, ensuring operational continuity and streamlined cross-functional workflows
- Coordinated with IT to ensure data security measures were in place, safeguarding sensitive information.

Accomplishments

- Developed enterprise-level N-tier applications using C# and ASP.NET, leveraging advanced SQL stored procedures to automate contact center data capture and streamline employee administration.
- Designed advanced SSRS reports integrating key Excel functionality and reducing manual processing by 65% while improving reporting flexibility.
- Engineered a secure, cost-effective solution using CRM chat and IVR functionality to bypass a VPN restriction that blocked vital data, reducing critical solution delivery timeline by 85%.

Education

Bachelor's Computer Science

WEBER STATE UNIVERSITY - Ogden, UT

- Dean's Scholarship Recipient
- 3.97 GPA
- Graduated 2012

Skills

Languages

- SQL, C#, Python

Data Analysis & Modeling

- ETL processes, Excel Power Query
- Data Modeling and Transformation

Visualization & Reporting

- SSRS, Advanced Excel, Power BI

Professional

- Collaborative Communication
- Task prioritization
- Creative problem solving
- Root Cause Analysis

Contact

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Portfolio:

<https://pamcourter.github.io/pamcourter/>

LinkedIn:

<https://www.linkedin.com/in/pam-c-9291bb49/>