

# Carlandra Williams

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## SR. CLOUD FINOPS DATA ANALYST

### PROFESSIONAL SUMMARY

Versatile and certified FinOps practitioner with a strong foundation in IT Operations and a proven ability to implement scalable governance strategies. Adept at aligning cloud infrastructure with cost optimization, policy compliance, and operational efficiency across dynamic environments—from agile startups to evolving enterprise teams. Passionate about enabling sustainable growth through systems that balance innovation, structure, and accountability.

- Cloud Financial Management
- Cloud Cost Optimization & Reduction Initiatives
- Cloud Operations Governance & Compliance
- Dashboard Visualization Creation & Presentation
- FinOps Program Development & Implementation
- IT Migration Project Manager
- Performance monitoring using OKRs & KPIs
- FinOps Maturity Model Expert

### CERTIFICATIONS

AWS Certified Cloud Practitioner	2022 - 2028
FinOps Certified FOCUS Analyst (FOCA)	2025 - 2027
FinOps Certified Engineer (FOCE)	2024 - 2026
FinOps Certified Practitioner (FOCP)	2023 - 2026
AWS Certified Solutions Architect	Expected 2026

### TECHNICAL SKILLS & TRAINING

**Advanced:** Microsoft Excel (VLOOKUPs, Pivot Tables, Macros), Microsoft SQL Server (aggregate functions, joins)  
**Intermediate:** Apptio Cloudability & Cost Transparency, AWS Cost Explorer, Power BI, VMware CloudHealth, Familiar: Microsoft Visio, Python, ServiceNow, Tableau, Technology Business Management Framework  
**Excelerate Data Analyst Training:** Microsoft Excel Project Management Dashboards, Microsoft Business Intelligence Bootcamp  
**The Management Center:** For Managers: 2-Day Management Crash Course

### PROFESSIONAL EXPERIENCE

#### Sr. FinOps Data Analyst, Smarsh Inc.

2024- Present

- Implements initial Smarsh FinOps program through defining requirements, identifying personas and stakeholders, prioritizing process changes and improvements to improve Cloud data quality for dynamic SaaS cost reporting across products, geographies, and customers.
- Develops scalable data analysis for cost and usage, forecasting, anomaly detection, and unit economics leveraging Cloudability, AWS native tools and Observability tools, where appropriate.
- Creates and distributes monthly and quarterly cloud costs, providing visibility on cloud spend, product profitability and analysis of the Cloud spend through custom and ad hoc reporting for Executives and the Board of Directors.
- Drives IT projects responsible for improving organizational processes, tool implementation and FinOps program expansion.
- Supports the monthly cloud budget process and monthly Invoice approval process by providing reporting, cost allocation and ownership of cloud resources.

<b>Sr. Cloud FinOps Analyst, Infrastructure &amp; Reliability</b> , Delta Air Lines Inc.	2021- 2024
<ul style="list-style-type: none"> <li>Monitored and analyzed AWS cost and usage trends utilizing cloud cost management tools (i.e.: Cloudability, Apptio BI, Power BI etc.) to identify opportunities for optimization, such as right-sizing instances, leveraging savings plans, reserved instances, spot instances and optimizing storage.</li> <li>Designed, developed and maintained automated dashboards, reports and KPIs to track AWS spending and provide insights to Director-level and above stakeholders.</li> <li>Prepared and managed Cloud Cost Allocation working with IT Finance to understand data structures, allocation logic, and business rules creation.</li> <li>FinOps Tooling Administrator of key Cloudability and Apptio BI systems, internal forecasting tools and AWS Cost Explorer, conducting cost awareness and advanced FinOps training programs.</li> </ul>	
<b>Sr. Business Analyst, Nissan</b> , MarketSource Inc.	2021
<ul style="list-style-type: none"> <li>Designed, developed, and tested reporting solutions using Excel and propriety platforms, with a primary emphasis on Salesforce (both Classic and Lightning).</li> <li>Consolidated and delivered data reports to assist with data-driven strategic decision-making by evaluating performance vs. expectations.</li> <li>Created and maintained onboarding documentation repository and continuous training improvement.</li> </ul>	
<b>Business Systems Analyst</b> , Apex Systems (Delta Air Lines Inc.)	2019 - 2020
<ul style="list-style-type: none"> <li>Increased vulnerability remediation 63% for medium and high security infrastructure by documenting team processes, presenting to leadership and working the management to monitoring data and managing projected timelines.</li> <li>Utilized Microsoft Excel, MS SQL, and Power BI to create reports and visualizations to support Managing Director for executive level presentations.</li> </ul>	
<b>Interim Programs Director</b> , Georgia Shift	2018
<ul style="list-style-type: none"> <li>Managed 3 statewide civic engagement programs of 20+ employees, meeting national funder targets of 20,000+ direct engagements with an operational budget totaling \$50,000.</li> <li>Analyzed national datasets to determine sample population, identifying trends, targeting resource allocation and using A/B testing to optimize responses and timelines.</li> <li>Communicated analytical findings to program stakeholders, facilitating a clear understanding of insights and program management strategies.</li> </ul>	
<b>Program Coordinator</b> , Women Engaged	2017 - 2018
<ul style="list-style-type: none"> <li>Supervised execution of Voter Engagement program operations, coordinated daily schedules for 30+ employees and volunteers, analyzed national and statewide datasets for program timeline creation and resource allocation and funding reports.</li> <li>Implemented program policies and quality control measures leading to a 10% increase in efficiency, totaling 16,000+ unique Atlanta citizens engaged via phone, in-person and by mail.</li> <li>Planned and coordinated civic engagement and educational activities for 25+ statewide partners and 4 national donor site visits.</li> </ul>	

**Asst. Project Manager, Ackerman Security** 2013 - 2017

- Managed 25+ problem-free projects monthly, completing 85% under budget with a 94% completion rate under contracted time through sourcing national technician
- Managed security, fire and camera system maintenance for National Account portfolio of \$15M+ including Books-A-Million, RBI brands, and Planned Parenthood.
- Designed and co-wrote branded Commercial and Residential Customer Knowledge Libraries containing Troubleshooting Playbook for Fire, Security and Camera systems; How-To Guides and Shared Responsibility Model from identifying most commonly reported customer issues and combining technician knowledge share.

**Patient Treatment Coordinator, Great Expressions Dental Centers** 2011 - 2013

- Implemented block scheduling system to load balance resources and staff, resulting in 25% production growth, 45% improvement back-office efficiency ranking our 3 office locations as #1 in Orthodontic production by dollar amount.
- Sold \$110K+ monthly in orthodontic treatment with a 78% conversion rate of referrals to new patients.
- Recouped 15% outstanding collections balances using high emotional intelligence to negotiate payments to benefit both patient and practice.

**Administrative Technician, United States Census Bureau** 2009 - 2010

- Increased workflow efficiency of 6-person team by 250% through streamlining tasks to compute, audit and certify payroll for 3,000+ employee Regional Census Office.
- Reduced organizational risk, payroll errors 40%, eliminated daily processing backlog and improved program timeline.

## EDUCATION

*Bachelor of Arts, Political Science, Georgia State University*

## VOLUNTEER EXPERIENCE

**Zeta Phi Beta Sorority, Inc.** 2019 - 2020

Technology Committee Chair

- Implemented new technology platforms (ZOOM, Election Buddy) to increase effectiveness.

Co - Membership Intake Coordinator

- Developed and coordinated social and volunteer programs and projects.