JOSIE DIONNE

Oakland, CA | (224) 340-8243 | josie@josiedionne.com | linkedin.com/in/josiedionne | josiedionne.com

ANALYTICS & BUSINESS INTELLIGENCE LEADER

Data Modeling · Executive Reporting · Team Leadership · Operations Strategy

HIGHLIGHTS

- Led a **four-person** analytics and BI team at E15, earning **two promotions**; ran a **20-person** internship program.
- Built the pricing model behind **15.4% annual revenue growth** with **0% customer churn** while helping scale Quest Events from **2 to 27 locations**.
- Designed SQL models condensing **~6 billion** source records into **14 million** analytics-ready records, powering **six enterprise dashboards** across a **2,000+ location** organization.

EXPERIENCE

Business Analytics Consultant **Mar 2024 – Oct 2026**

Urban Economics · Remote

- Automated reporting workflows, **cutting appraisal revision cycles by 25%** and improving report quality.
- Analyzed demographics, population trends, housing statistics, and household incomes to support commercial real estate market studies and valuations.
- Applied Esri Tapestry segmentation and researched governmental and environmental factors affecting properties and surrounding markets.
- Partnered with engineering and business teams to turn market and financial research into reports that informed valuation decisions.

Manager, Business Intelligence **Jan 2023 – Feb 2024**

E15 Group (Compass Group USA) · Chicago, IL

Promoted twice · At company: Nov 2021 – Feb 2024 · Previously: Manager and Senior Analyst, Strategy & Analytics

- Led and mentored a **four-person** team of analysts and BI technical staff that built centralized SQL data models and **six enterprise dashboards**, integrating operational, labor, purchasing, and financial data.
- Oversaw implementation of **row-level security** with data engineering to govern role-based access to enterprise reporting.
- Partnered with finance, operations, culinary, and executive leaders to define KPIs and turn business questions into recommendations that improved financial visibility.

Regional Director of Operations **Jan 2017 – Oct 2021**

Quest Events · Chicago, IL

Promoted three times · At company: Apr 2007 – Oct 2021 · Previously: Director of Operations; Operations Manager; Project Manager

- Directed regional operations across **10 locations** and **100+ employees** as the company grew from 2 to 27 locations.
- Developed a pricing model from customer demand and purchasing behavior that underpinned the revenue growth and retention results above.
- Reduced overtime costs by **18%** through workforce optimization and process improvements.
- Built onboarding and training that cut onboarding time by **30%**.

SKILLS

Data & BI: SQL, Python, Snowflake, Power BI, Tableau, Microsoft Fabric, Excel, data modeling, executive reporting

Leadership & Operations: Team development, multi-site operations, stakeholder management, process improvement, KPI development

EDUCATION

M.S., Bioinformatics Data Science · University of Delaware · Expected May 2028

Coursework: Programming, Biostatistics, Bioinformatics, Applied Machine Learning, Databases for Informatics

B.S., Biology · Northeastern Illinois University · 2016