

# Sumati Thomas

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## education

M.B.A. // TECHNOLOGY

Walden University, Minneapolis, MN

B.S. // SOFTWARE  
ENGINEERING/DESIGN COMPUTING  
University of Southern Mississippi  
Hattiesburg, MS

## technical

DATA // SQL, Tableau, Microsoft Excel, Crystal Reports, SQL Server Management Studio, LimeSurvey, SurveyMonkey, MS Access, Narrative Science, Google DataStudio, NGP VAN

DIGITAL // Critical Impact, Constant Contact, Action Network, Google Analytics, Facebook Insights, Twitter Analytics

VISUAL // Adobe Photoshop, InDesign, Illustrator, Canva, Venngage

WEB // HTML, CSS, WordPress, Drupal, Webflow, GoDaddy

ADMINISTRATIVE // Microsoft Office, Personify, Salesforce, FogBugz, ZenDesk, Slack, MS Teams, Zoom, Financial Edge, Raiser's Edge, Avaya, WhatsApp

EDUCATION // Blackboard, Moodle, Jenzabar, Blackbaud

## experience

### CHANGE RESEARCH // Remote

Survey Data Analyst // 2021–present

- Survey and analyze public opinion research data. Work with campaigns and organizations to develop comprehensive, data-driven strategies.

### PHI THETA KAPPA // Jackson, MS/Remote

Data Scientist & Institutional Researcher // 2012–2021

- Analyze marketing, sales, and philanthropic data to support product development, internal initiatives, and project outcomes.

Training & User Support Specialist // 2011–2012

- Facilitate training of staff in software and technology. Collaborate with HR to revitalize the onboarding process.

### TOUGALOO COLLEGE // Tougaloo, MS

Director of Academic IT // 2011

- Spearhead project to search for and implement a new Enterprise resource planning (ERP) system for the college.
- Oversee web, media, and instructional positions within IT department.

Instructional Technologist // 2007–2011

- Administer campus learning management system and informed faculty on best practices in online learning and course development.

Webmaster // 2004 – 2007

- Implement new website design, including redesign of graphics for web and campus use.

## volunteer

### US Census| The Opportunity Project // 2021

User Advocate // Provide insights to tech teams to shape the products built through the sprint. Provide ongoing feedback to tech teams on their products throughout the sprint, particularly through the user research.

### Vote Forward // 2021

Volunteer // Write letters to voters to help increase election turnout.

### Girl Scouts of Greater Mississippi // 2019-2020

Troop Leader // Organize Girl Scout troop activities, meetings, fundraisers, and outings. Manage troop budget and finances. Facilitate troop meetings.

## PROFESSIONAL SKILLS //

Management: Project management, event planning, digital campaign organizing

Analytics: Qualitative and quantitative research, donor analysis, data cleanup & migration, A/B market testing, survey design, report creation, dashboards & infographics

Training: Staff and end user training, course management and creation

Customer Service: Clear communication, client needs assessment, problem solving, detail oriented

## CERTIFICATION & TRAINING //

Arena Academy: Digital ads & graphic design; Digital campaign analytics; Digital organizing

SAP Business Intelligence: Crystal Reports 2011; Data Analyzer; SQL Programming

Salesforce: Business Analyst, Management, Admin Beginner

WordPress: Content Management

## INTERESTS //

I love to follow flat track roller derby. I used to play, and I founded a league in my town.

## REFERENCES //

### RICARDO BAKER

SaaS Administrator  
Bottle Rocket  
601-622-5929 • ricardo.m.baker@gmail.com

### MAREETA ALLEN HALL

Instructional Technologist  
Clinton School District  
601-307-5902 • rowdyreeta@gmail.com

### ANITA LOFLIN

Director of Research and Effectiveness  
Phi Theta Kappa International  
601-874-8251 • anita\_loflin@yahoo.com