

THOMAS G. KANALEY

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PROFESSIONAL SUMMARY

MBA candidate (December 2026) targeting business analyst roles. Translates business questions and customer workflows into KPI reporting, profitability and performance analysis, and practical automation using Power BI, Tableau, Excel, n8n, and LLMs, backed by hands-on operations leadership and cross-functional stakeholder coordination.

CORE SKILLS

Business Analysis: Requirements & Business Problem Definition | KPI Definition | Variance & Profitability Analysis | Data-Quality Assessment | Process Mapping & Improvement | Recommendation Development | Stakeholder Communication

Data & Tools: Excel (PivotTables, formulas) | Power BI (Power Query, measures) | Tableau (calculated fields, parameters) | SQL Fundamentals | Google Sheets | Smartsheet

Automation & Systems: Workflow Design | n8n | LLM / AI Agent Integration | Customer-Data Mapping | System Integration

BUSINESS ANALYSIS PROJECTS

Sales Performance Analysis & Executive Decision Support | Power BI, Power Query | Academic project

- Prepared four-store sales data in Power Query and built executive reporting on revenue, transactions, average transaction value, and sales per product; excluded incomplete March records to avoid misleading trends.
- Identified the leading category (Electronics), strongest store (Mobile), and weakest store (Huntsville); recommended reviewing inventory mix, local demand, and store-specific sales strategy.

Regional Sales & Profitability Analysis | Tableau Public | Academic project

- Built VP of Sales reporting with five calculated fields (margin, days to ship, parameter-driven target, performance vs. target, profit status) and state filters, flagging high-sales, low-profit states.

Customer Workflow Automation | Forms, Email, Google Calendar, Invoice Data, LLM

- Automated the inquiry-to-booking handoff: each form submission triggers an email with a Google Calendar link, replacing manual scheduling replies.
- Linked invoice data to unique customer IDs and used an LLM to generate personalized post-service emails citing completed work and relevant additional services.

Customer Invoice Creation Automation (In Progress) | n8n, Slack, AI Agent, Google Sheets, LibreOffice

- Building an n8n workflow where a Slack request by customer ID prompts an AI agent to pull service notes and charges from Google Sheets and generate a customized invoice, cutting manual data entry.

PROFESSIONAL EXPERIENCE

**Occupancy Operations & Special Projects Coordinator
(Residence Life Coordinator)**

2025 - Present

Auburn University at Montgomery | Montgomery, AL

- Maintain and analyze staffing, occupancy, inspection, inventory, billing, and incident records in Excel and Smartsheet; identify exceptions and trends and convert findings into concise status updates and action lists for leadership.
- Coordinate occupancy, move-in/move-out, guest housing, equipment, billing, inspection, and incident workflows across Housing, Facilities, staff, and students; align stakeholders on requirements, ownership, and next steps.
- Issue guest-housing invoices daily: group and individual templates, room and rate rules, PDF output.
- Analyze equipment losses and maintain an ID-based accountability process (checkout windows, SOPs, staff training, \$50 charge) that took cart accountability from 6 of 60 to 58 of 60 in twelve months.
- Build Smartsheet and Excel trackers for schedules, inventory, audits, and follow-ups that make ownership, status, exceptions, and overdue work visible; lead and train a 21-member staff team.

Operations, Logistics & Customer Service Roles

2016 - 2024

Multiple Employers | Alabama

- Supported customer-facing sales and service, installation, warehouse, construction, and security operations, coordinating customers, crews, and partners to complete time-sensitive work to quality and safety standards.

EDUCATION & CERTIFICATION

Master of Business Administration (MBA), Expected December 2026 | Auburn University at Montgomery

Relevant Coursework: Data Analytics; Power BI; Information Systems; AI Automation; Finance; Strategic Management

Bachelor of Arts in English | Auburn University at Montgomery | Business, Marketing & Communications focus

Certifications: NVIDIA DLI, Fundamentals of Deep Learning | CAPM (PMI), in progress (exam not yet scheduled)