

Theresa Deitche

Reporting Analyst | Business Operations Analyst | Business Intelligence | Decision Support

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PROFESSIONAL PROFILE

Reporting and business operations professional with 20+ years of experience in enterprise reporting, business intelligence, data analysis, process improvement, and decision support. Combines analytical and operational expertise to improve reporting reliability, streamline workflows, and support informed decisions.

CAREER HIGHLIGHTS

- Saved over 10 hours weekly by automating 15+ recurring reporting workflows
- Built Power BI dashboards, KPI reporting, and executive reporting for 2,400 locations and 140+ leaders
- Managed 10+ weekly, 15+ month- and quarter-end, and 25+ year-end reporting cycles
- Improved reporting reliability by validating at least 6 internal/external data sources

CORE EXPERTISE

Reporting & Analytics	Business Operations & Data	Business Partnership
Data Analysis & Reporting	Business Intelligence	Business Operations
KPI Reporting	Dashboard Development	Requirements Gathering
Executive Reporting	Reporting Automation	Cross-Functional Collaboration
Trend & Variance Analysis	Data Quality & Validation	Project Coordination
Forecasting	Process Improvement	Documentation Control
Operational Analysis	Decision Support	Stakeholder Communication

PROFESSIONAL EXPERIENCE

Claire's Stores, Inc., Hoffman Estates, IL (Remote)

Specialist I, Retail Store Communications | Aug 2016 – May 2023

Previously Store Support Reports Coordinator

- Delivered enterprise reporting and business intelligence for 2,400 locations and 140+ leaders
- Saved over 10 hours weekly by automating 15+ recurring reporting workflows
- Improved data quality and reporting reliability by validating at least 6 internal/external data sources
- Improved operational visibility through requirements gathering, Power BI dashboards, KPI reporting, and executive reporting
- Managed 10+ weekly, 15+ month- and quarter-end, and 25+ year-end reporting cycles

St. Mary's Roman Catholic Church, Huntley, IL

Youth Ministry Secretary | Jun 2010 – Jun 2011

- Maintained participant records and coordinated communications, purchasing, and event logistics

Claire's Stores, Inc., Hoffman Estates, IL

Store Support Supervisor | Jul 2004 – Jun 2010

- Improved operational visibility through reporting and data tracking across 2,400 locations
- Coordinated cross-functional projects, deadlines, deliverables, and stakeholder follow-up
- Maintained documentation through document control, version control, naming standards, and archiving

T6 Broadband, Belvidere, IL

Office Coordinator | Jul 2003 – Jun 2004

- Managed field scheduling for 2 technicians across 8 townships, balancing service needs and routing
- Provided Tier 1 support and maintained customer records for onboarding, billing, and service issues

Claire's Stores, Inc., Hoffman Estates, IL

Store Support Coordinator | Aug 2001 – Jul 2003

- Maintained operational reporting, data tracking, and documentation for a 2,400-location retail network
- Coordinated communications, deadlines, materials, and follow-up across corporate and field teams

Career Note: Planned career break for full-time parenting, 2011–2016. Since 2023, focused on analytics training, certifications, portfolio projects, and AI-assisted workflows.

TECHNICAL TOOLS

Advanced Excel | SQL | Power BI | DAX | Power Query | Microsoft Access | SharePoint | ChatGPT

EDUCATION & CERTIFICATIONS

B.S. Computer Science — Carroll College (now Carroll University), Waukesha, WI

B.S. Graphic Communication — Carroll College (now Carroll University), Waukesha, WI

Minor in Art — Carroll College (now Carroll University), Waukesha, WI

Data Analyst in Power BI — DataCamp

Associate Data Analyst in SQL — DataCamp

ChatGPT Fundamentals — DataCamp

COMMUNITY LEADERSHIP & VOLUNTEER EXPERIENCE

Youth Ministry Leader | Volunteer | 2006–2011

Mentored youth, led discussions, chaperoned retreats and overnight events, and coordinated community service projects.