

# Andrea Seguya

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## SUMMARY

Cloud-focused Systems Engineer / Business Systems Analyst with 6+ years building and operating production systems across cloud platforms, data pipelines, and enterprise applications. Proven ability to design scalable, automated solutions that improve system reliability, reduce operational overhead, and support business-critical workflows. Strong background in Google Cloud, distributed data systems, and cross-functional system architecture with a focus on automation, observability, and performance optimization.

## EDUCATION

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### Bachelor of Science - Information Technology

University of Washington | |Dean's List | |President of Women in Cyber Security

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## EXPERIENCE

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### Business Systems Analyst 3

#### Redwood Outdoors

Aug 2025 – Current, Seattle, Washington

- Designed and operated cloud-based data pipelines (BigQuery, GCP) consolidating inventory, financial, and shipment data, improving reporting accuracy and enabling near real-time analytics
- Built scalable backend workflows to support high-volume data ingestion and transformation, reducing manual reconciliation and improving system reliability
- Led implementation of AI-driven support automation system (Zendesk), redesigning system architecture, workflows, and knowledge base to improve resolution times and reduce operational load
- Developed integrations across Shopify, SKU Savvy, and internal systems, enabling consistent data flow and reducing system fragmentation
- Acted as internal SME for cloud systems, data pipelines, and system integrations, troubleshooting performance issues and improving system stability
- Partnered with engineering and business teams to design scalable, maintainable system solutions aligned with long-term architecture goals

### Promotions Systems Specialist

#### Snoqualmie Casino and Hotel

Jan 2025 – Aug 2025, Snoqualmie, Washington

- Created casino games/promotions that led to the highest coin in days in 2025 by using data analysis to develop and optimize ideas that incentivized guest's behavior daily. Tracked and analyzed KPIs which improved customer engagement and retention.
- Charted, programmed, and coordinated promotions using database systems (Tableau), player tracking systems and electronic bonusing systems.
- Responsible for online marketing campaigns for events including updating social calendars and creating content for weekly calendars
- Served as the subject matter expert for all promotions systems, including building, testing, and troubleshooting promotion execution.
- Performed troubleshooting and issue resolution across systems to maintain uptime
- Managed expense tracking, prize distribution, inventory tracking as well as conducted audits to ensure compliance.
- Led multiple projects simultaneously while prioritizing tasks effectively and ensuring deadlines were met without negating accuracy.

### IT Support Technician

#### Snoqualmie Casino

July 2023 – Jan 2025, Snoqualmie, Washington

- Provided enterprise-level support across network, infrastructure, and endpoint systems, maintaining high availability
- Managed full incident lifecycle including diagnosis, escalation, and resolution, improving response times
- Administered Active Directory environments, managing access control and security policies
- Built a custom asset management system (React, Python, Node.js) to improve system visibility and operational efficiency
- Strengthened system security through monitoring, risk assessment, and endpoint protection initiatives

### Database Specialist

#### Voices of Tomorrow

July 2022 - April 2023, Seattle, Washington

- Designed and maintained data pipelines and database systems, ensuring data integrity and performance

- Automated data workflows, reducing manual processes and improving system reliability
  - Optimized database schemas and system performance for scalability
  - Built integrations between systems to enable efficient data exchange and reporting
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## OTHER FOUNDATIONAL ROLES | 2016 - 2022

- **Software Engineer** – NITA-U
- **Network Administrator / Lab Attendant** – University of Washington
- **Teaching Assistant (Systems & Networking)** – University of Washington
- **Coding Instructor** – Computing for All
- **Project Manager** – UW Student Engagement
- **Project Manager** – Crown Social Media Agency
- **Tutor** – Tacoma Community College

## SKILLS & LANGUAGES

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- **Cloud & Infrastructure:** Google Cloud Platform (BigQuery, Cloud Functions, Cloud Storage), AWS, Azure, Cloud architecture, distributed systems, serverless computing
- **Programming & Scripting:** Python, JavaScript (Node.js), SQL, REST & GraphQL APIs, scripting for automation
- **Data Engineering & Analytics:** BigQuery, ETL/ELT pipelines, data modeling, data warehousing, Power BI, Tableau, Power Query, Containerization (esp. Docker), Machine Learning, transformation, and pipeline optimization
- **Systems & Integrations:** Shopify, SKU Savvy, Zendesk, Klaviyo, Event-driven workflows, data synchronization, enterprise system design, and cross-platform integrations
- **Identity & Access Management:** Active Directory, Azure AD, Okta, Role-based access control (RBAC), user provisioning
- **Automation & Workflow Optimization:** Business process automation, system workflow design, Zapier (or similar tools if applicable), Operational efficiency improvements through trigger-based automations
- **Monitoring, Reliability & Troubleshooting:** System debugging, incident management, disaster recovery planning Performance optimization, system reliability improvements log analysis and production issue resolution
- **Security & Compliance:** Data security best practices, access controls, risk assessment, system auditing, endpoint protection
- **Tools & Platforms:** Zendesk, Shopify, SKU Savvy, Jira, Confluence, Monday.com, Google Workspace, Microsoft 365, Visio, Figma
- **Languages:** German, Luganda
- **Project Management Professional Certificate (PMP)** – In Progress