

# AUSTIN WARD

## DATA ANALYST

### CONTACT

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GitHub: <https://github.com/ausifer>

### EDUCATION

#### DATA ANALYTICS APPRENTICESHIP

Nashville Software School | 2021 - 2022  
Will complete Jan 2022

#### MASTER OF SCIENCE IN PROFESSIONAL COUNSELING

Freed-Hardeman University | 2009 - 2011  
GPA 3.6, Top 3 in Class

#### BACHELOR OF ARTS, DBL MAJOR IN PSYCHOLOGY, CHRISTIAN STUDIES

Union University | 2005 - 2009  
GPA 3.2, Student worker

### PROFESSIONAL SKILLS

Data Analysis

SQL

Python

Tableau / Power BI

Spreadsheets

MS Office

SalesForce

Understanding of human behavior

Grasp of business concepts

Adept at learning new tools

### ABOUT

I am a data nerd with a love for people. I have seen the effects from front to back when it comes to how data affects stakeholders and customers. My unique background gives me an excellent gut instinct to find the right stories hidden in the numbers. Think Indiana Jones meets Sherlock Holmes.

### DATA ANALYTICS EXPERIENCE

#### DATA ANALYTICS APPRENTICE

Nashville Software School | Jul 2021 - Present

- Low Income and Elderly analysis for trends using Excel
- Demonstrated trends in monthly search data from Nashville city website by using Excel
- Pulled data from Yelp for Charlotte, NC to get specific statistics as well as overview statistics using pivot tables, charts, formulas, and other calculations
- Using Postgres SQL, assisted a company with identifying best value apps for partnership based on provided requirements
- By joining multiple tables in SQL, used baseball statistics to answer specific questions across multiple queries
- Using PowerBI, provided dashboard of income data for 2016 tax year
- Created dashboard using Tableau, providing custom map of Nashville Historical Markers
- Within Anaconda, created Python Jupyter notebook utilizing numpy, pandas, & seaborn libraries to compare countries' internet use & GDP

### PROFESSIONAL EXPERIENCE

#### VENDOR ENROLLMENT SPECIALIST

Fleetcor | Dec 2020 - Present

- Data cleaning, report generation, QA for report results
- Created Python program to clean data, saving 4-9 hours per week
- Utilized data analysis tools such as MS Access, Excel, & SharePoint to join tables and contrast database results to present to leadership
- Completed over 130 Payment Analysis Reports, Supporting over 45 sales representatives with 10 different templates for +\$1B

#### CONVERSION SPECIALIST

Fleetcor | May 2019 - Dec 2020

- Sales, Account Management, Submission to Credit, and Initial Use
- Met quota at 109% for 2019
- Created template for department-wide use in referrals to partner company's services

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## PROFESSIONAL EXPERIENCE (CONTINUED)

### SALES DEVELOPMENT REPRESENTATIVE

Relatient | Sept 2018 - Apr 2019

- Sales development, prospect tracking in Salesforce, cold calling clinical practices
- Qualified prospects with discovery questions and understanding of technological capabilities
- Coordinated and communicated around product demonstrations with account reps

### PROVIDER RELATIONS SENIOR ASSOCIATE

Cigna | Jan 2018 - Sept 2018

- Direct interaction with physicians & physician offices via phone
- Complete contracting/credentialing applications for addition to network
- Assist providers in troubleshooting claim resolution by collaborating with other departments and documenting interactions

### DIRECTOR OF MEMBER ENGAGEMENT

HEOPS | Apr 2016 - Oct 2017

- Built network for healthcare provider networks via phone and contracting/credentialing applications
- Lead project for building Veterans Affairs mental healthcare network
- Developed network of HCBS (Home & Community Based Services) for Virginia's Medicaid program
- Constant management & update of Excel database for Quality Analysis

### YOUTH & FAMILY SPECIALIST

Monroe Harding | Jan 2015 - Apr 2016

- Case management for youth behavior & program success
- Communication and coordination with State of Tennessee Department of Children Services for progress towards reunification with family
- Lead treatment group on a weekly basis

### TRANSITIONAL LIVING SPECIALIST

Youth Villages | July 2014 - Dec 2014

- Case management for adults who recently aged out of Tennessee state custody to learn life skills & coordination with community supports

### RESIDENTIAL COUNSELOR

Youth Villages | May 2013 - July 2014

- Counseling and case management for youth in wilderness residential setting in coordination with State of Tennessee & support team

### DIRECT CARE PROFESSIONAL

Health Connect America | Jan 2012 - May 2013

- Counseling and case management for youth in home & community in coordination with State of Tennessee & support team

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