

KALA MCKINNEY

DATA ANALYST

 (615) 512 7368  kalatigert@gmail.com  [linkedin.com/in/kala-mckinney](https://www.linkedin.com/in/kala-mckinney)  github.com/kalmckin

PROFESSIONAL SUMMARY

An experienced people, project, and program manager with 10+ years' experience across sales, marketing, HR, and risk management. Highly analytical and process improvement-focused with emphasis on a "try, fail, learn" mentality. Data-driven with the understanding anecdotal evidence is an essential part of the process. Passionate about creating and fostering a positive work environment that leads to employee retention and general well-being.

DATA ANALYST EXPERIENCE

Nashville Software School
Data Analyst Apprentice

July 2021 - Present

Intensive part-time bootcamp focusing on data analytics fundamentals and problem solving. Used real-world datasets and included projects where findings were presented to stakeholders from the community.

- Analyzed data using Microsoft Excel, including utilizing pivot tables and lookups, and connected to external data sources using the PowerPivot add-on
- Built and deployed dashboards using Tableau and PowerBI
- Wrangled data and performed exploratory data analysis using Python's pandas library
- Created data visualizations using matplotlib and seaborn
- Gathered data through APIs and web scraping
- Performed geospatial analysis using geopandas and folium
- Retrieved and analyzed data using PostgreSQL and sqlalchemy
- Source code version control with Git/GitHub
- Project management/tracking with GitHub project boards and issue tracking

WORK EXPERIENCE

AMAZON

July 2019 - Present

Risk Manager II | Product Safety Investigations

- Program management for prevention, monitoring, and investigation of product/food safety risks and customer concerns on DOTCOM and Physical Store marketplaces
- Designed process flow for operations associates to conduct investigations surrounding safety concerns
- Analyze and track data trends via Hubble, Tableau, and QuickSight to identify areas of concern and process improvements

EDUCATION

Nashville Software School
Data Analytics Certification
Nashville, TN
Graduation Date: January 2023

Indiana University
Criminal Justice & Psychology
Bloomington, IN

KEY SKILLS

- DATA ANALYSIS
- EXCEL (ADVANCED)
- VBA
- SQL
- PYTHON
- TABLEAU
- POWER BI
- QUICKSIGHT
- GITHUB
- SALESFORCE
- JIRA
- ASANA

Program Manager II | Amazon Candidate Services

- Piloted and launched new team within ACCS with focus on increasing candidate experience and overall Day 1 conversion by engaging candidate in proactive, white-glove support via multiple communication channels
- Responsible for overall program management, training, goals, growth, and process improvement
- Built and maintained internal dashboards in local CRM tool and Quicksight for metric reporting
- Continued support for WFS Finance management

Vendor Finance Manager | Workforce Staffing

- Managed entire financial portfolio (\$21M) for vendor and internal teams
- Created and maintained monthly, quarterly, and yearly PO creation, invoice submission & payments, cost/budget reporting, vendor onboarding, and OP1/OP2 cost planning
- Implemented and standardized vendor cost and invoicing submission to reduce invoicing errors and eliminate unnecessary charges for Amazon. Over \$300k in cost savings for 2021

Program Manager II | Workforce Staffing

- Managed centralization efforts, process improvement, and relationship between Workforce Staffing field lines of business and centralized candidate support
- Led creation and implementation of candidate no-show/cancel surveys, mass outbound communications (1M+ candidates), and projects for improving candidate experience.
- Adhoc management of financial portfolio

DELL TECHNOLOGIES

June 2010 – July 2019

Program Manager | Small Business Online

- Launched and maintained Small Business Marketplace
- Managed various projects centered on driving Dell.com clicks, calls, and chats

Partner Marketing | Microsoft

- Responsible for the entire Microsoft product portfolio across Small Business online and offline segments
- Implemented and managed sales and marketing programs to drive Microsoft units, revenue, and margin
- Controlled \$300k+ budget per quarter

Sales Manager | Small & Medium Business

- Managed 15+ person sales team to consistently achieve and exceed financial goals
- Two year rolling average of 101% attainment

Other Roles:

- Warranty & Services Specialist
- Sales Associate & Customer Retention

LEADERSHIP

Provisional Member | Junior League of Nashville

Leadership Council | Alpha Gamma Delta Women's Fraternity

Phi Beta Kappa Collegiate Honor Society