Casey Smith

Enterprise Data Analyst

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About Me

An accomplished leader in supporting a wide variety of customers through practical-problem solving and data-driven methods in an array of fields. Focused on telling the story of processes and solutions as illustrated through qualitative and quantitative data with an empathetic and connection-based mindset. Experienced in both team and individual style working environments, and using adaptive decision-making in a rapidly evolving sector.

EXPERIENCE

Nashville Software School, Nashville, TN - *Data Analyst Apprentice*

July 2022 - Present

Intensive full-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 webscraping
- Performed geospatial analysis using *geopandas* and *folium*
- Retrieved and analyzed data using PostgreSQL and *sqlalchemy*
- Project management/tracking with GitHub project boards and issue tracking

Syndigo, (Remote Job), Chicago, IL - *Enterprise Data Analyst, Tier 2 Technical Support Analyst, Customer Success Manager, Tier 1 Support Analyst*

February 2021 - Present

- Used Microsoft Excel and extensions to analyze supplier to recipient data, finding validation errors and discerning problem attributes
- Utilized several backend tools (Go.Diagnostic and FSE migration tool) to reprocess data, make backend item deletes, set account stagings, and pause publications.
- Implemented many new recipient accounts using outstanding processes as an assistant to our director of GDSN, Hugh McBride
- Created and managed tickets using Atlas JIRA for tracking

- Facilitated numerous training and product demonstrations for customers in a support capacity.

Parman Energy Group, Nashville, TN — *Customer Relationship Coordinator*

September 2017 - January 2019

- Acted as office coordinator and ordered supplies, processed mail, and helped maintain break room
- Processed Online orders and handled the addition of products added to website
- Managed company CRM software and trained employees on data entry and process

EDUCATION

Nashville Software School

Data Analytics Certification

Expected Grad Date: Jan 2023

Middle Tennessee State University, Murfreesboro, TN

Bachelors of Arts in Global Studies - Minor in Spanish

Bachelors of Science in Journalism

Aug 2007 - May 2011

SKILLS

- **Data Analysis**
- **SQL**
- **Excel**
- **Git/GitHub**
- **Salesforce**
- **Atlas JIRA**
- **Customer-Service**
- **Fluent English and Conversational Spanish**
- **Project Management**

Data Projects

Nashville City Cemetery - Created marketing material to drive business toa historic cemetery, using advanced Microsoft Excel techniques to analyze and interpret burial data.

TN Prescriber's Project - Used SQL to analyze and interpret prescription data from healthcare providers in the state of TN. Used intermediate techniques to join, alias and aggregate data.