

Lesley D. Easley

Data Analyst | Management

Greater Nashville Area

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ABOUT ME

My experiences as a manager in customer service, have exposed me to data analysis. I was challenged by a previous colleague to understand and analyze the data and trends and how it directly affected our business. This led to my current journey in Business Intelligence and Data Analytics.

SKILLS

Tableau

Power BI

SQL (PostgreSQL)

Excel (Pivot tables, V-look up)

Data Analysis

PROFESSIONAL EXPERIENCE

Data Analytics (or Science) Apprentice, Nashville Software School

Jul 2021 – Present

I am currently an apprentice with NSS completing real time projects using data analysis skills and software.

Projects

- Power BI Workshop: Analyzing Metro Budget and actual expenses for fiscal year 2019. [Link to Dashboard](#)
- Capstone Project: Analyzing a Living Wage in Nashville TN. <https://github.com/lesleydru/What-is-a-living-wage>

Operations Supervisor, ADS

Jan 2021 – Present

Advanced Drainage Systems is a company specializing in manufacturing and distribution of corrugated pipe for stormwater management.

- Encourage and manage a team of 10+ staff with an error rate of 0.54%
- Managing 200 orders daily
- Conducts root cause analysis in deficient areas to identify and resolve central issues.

Contact Center Manager, AIG

January 2014 – Nov 2020

AIG is a leading Fortune 500 company in finance, life insurance and retirement plans.

- Enhanced team quality targets maintaining a 90% monthly average
- Increased work efficiency and productivity levels by focusing on mentoring
- Acted as Subject Matter Expert (SME) for all support CSRs within Contact Center
- Started the AIG journey as CSR January 2014 promoted to Escalation CSR February 2015
- July 2015 Promoted to Team Lead of about 20+ peers and finally promoted to Manager August 2016

EDUCATION & CERTIFICATIONS

Nashville Software School

Expected Grad: Jan 2021

Data Analytics Bootcamp Certification

Nashville Software School

Completion: Feb 2021

Data Analytics Jumpstart

COMMUNITY INVOLVEMENT & AWARDS

Participate in Adopt a Mile for State of Tennessee

Member of Missionary Baptist, Stones River Association