

RICHIE TOWNSEND

DATA ANALYST | OPERATIONS ANALYST

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PROFILE

A natural problem solver that enjoys digging into details and finding better ways to organize data. After moving to Nashville in 2015, I unexpectedly found myself switching career paths into the hospitality industry. Through careful consideration I decided that I wanted to combine my previous experience in operations with my love for data by re-educating myself through Nashville Software School's Data Analytics. I believe that the technologies and skills learned through NSS paired with my customer service experience will assist in making me a great interdepartmental communicator and liaison.

TECHNICAL SKILLS

Data Analytics | SQL, PostgreSQL, Python, Tableau, Power BI, Excel, Git/GitHub, Jupyter Notebook

Microsoft | MS Office 2010 (Excel/Outlook/Word/OneNote/PowerPoint/Access)

Additional Tools | OLAP, RSA SecurID ACE/Authentication Manager, Active Directory, CA TopSecret, iPass, eTrust

PROFESSIONAL EXPERIENCE

Nashville Software School | Data Analytics Apprentice

NSS Data Analytics Bootcamp | January 2021 – June 2021

NSS Data Analytics Jumpstart | Summer 2020

Six-month intensive data analytics program using real world data to complete projects within: Excel, PostgreSQL, Python, Tableau, PowerBI and GitHub

PROJECTS (GitHub links provided)

- ♦ **Nashville COVID Cases (Python)**: Rand Carpenter, the Chief Epidemiologist of Davidson County, TN provided a dataset that included both the number of COVID cases and vaccinations by zip code. Python was used to help compare numbers by certain demographics within each zip code
- ♦ **Lahman Baseball Analysis (SQL and Python)**: SQL and Python were both used to analyze Sean Lahman's Baseball database
- ♦ **Country Music HOF Web Scraping (Python)** : Utilized Python and BeautifulSoup to scrape HTML code from the Country Music Hall of Fame website and turn into it into a useable data set

StrategiQ Commerce | Lead Account Manager, Client Services | Chicago, IL | April 2009 – August 2014

Third Party Logistics (3PL) Company that maintained and analyzed shipping data

- Managed and delegated tasks among a team of 5 that handled shipping data and freight payment files for 30+ large accounts (e.g., American Apparel, Orvis, Nestle, Oakley)
- Executed project management and BI reporting
- Assisted with financial reporting and customer-to-carrier payment files
- Audited customer/carrier contracts to reduce freight costs and assisted clients on forecasting spend

Pomeroy IT Solutions | Consultant | Chicago, IL | January 2007 – September 2008

- Consulted with IBM Access Control Services for ABN AMRO/Royal Bank of Scotland/Bank of America Corporation N.A.
- Distributed RSA SecurID tokens for remote access authentication through a VPN
- Provided over-the-phone troubleshooting and security solution for VPN clients

Adecco | Consultant | Chicago, IL | February 2005 – December 2007

- Consulted for the Technology Risk Management Group at ABN AMRO Bank
- Created and maintained LAN IDs using MS Active Directory

- Updated client database using MS Access

ADDITIONAL EXPERIENCE

Rolf and Daughters | Bartender | Nashville, TN | September 2017 – Present

Chic restaurant in the Germantown area of Nashville featuring creative cocktails and innovative New American dishes with a unique take on pasta

- Collaborated with the beverage director in creating multiple cocktail menus a year
- Established relationships with regulars

Cork and Cow | Bartender | Franklin, TN | March 2021 – May 2021

Upscale steakhouse in the heart of Franklin, TN

- Worked as a bartender and server

Holland House | Bartender | Nashville, TN | October 2015 – July 2017

Cocktail bar featuring New American dishes and inventive cocktails

- Worked with a small bartending staff on menu creation, inventory, training documentation and daily operations

EDUCATION

Nashville Software School, Data Analytics Certification: June 2021

University of Illinois at Urbana-Champaign, Bachelor of Science: Psychology