

# RACHEL G. HERTEL

## DATA ANALYST & HOSPITALITY PROFESSIONAL

847-707-9050 | [RGHERTEL29@GMAIL.COM](mailto:RGHERTEL29@GMAIL.COM) | [LINKEDIN.COM/IN/RACHELHERTEL/](https://www.linkedin.com/in/rachelhertel/) | [WWW.GITHUB.COM/RGHERTEL](https://www.github.com/RGHERTEL)

I come from a hospitality background with experience in management, sales, and administration. My abilities in math, attention to detail, critical thinking, and teamwork set a solid foundation for a career in data analytics. I have always enjoyed a logical approach to decision-making and problem-solving. The process of evaluating, calculating, and organizing data, and ultimately drawing educated conclusions allows me to leverage my inherent strengths.

### SKILLS

- SQL/PostgreSQL
- Python/Pandas/Matplotlib
- Power BI
- Tableau
- Excel/Google Sheets/PowerPivot

### EDUCATION

- **Nashville Software School** Nashville, TN      expected graduation June 2021  
Data Analytics Certification
- **Udemy: From Zero to Hero in Python** Online  
Complete Python Bootcamp
- **DataCamp** Online  
Courses on SQL, Python, and Excel/Google Sheets
- **Kendall College** Chicago, IL  
Bachelor of Arts in Hospitality Management; Associate of Applied Science in Culinary Art

### EXPERIENCE

**Nashville Software School** Nashville, TN

January 2021 – Present

*A 6-month, comprehensive bootcamp to prepare for a career in analytics and business intelligence. The program focuses on hands-on training of common analytics tools, workflow of projects using real-world data, and presenting conclusions through reports, visuals, and dashboards.*

#### Data Analytics Apprentice

- Building proficiency in Excel/spreadsheets, SQL, Python, and visualization tools, such as Power BI and Tableau.
- Exploring, cleaning and analyzing datasets to build dashboards and present findings in a persuasive manner.
- Sharpening skills with daily practice through DataCamp courses and assessments.

#### Projects

- **Baseball Stats Analysis:** Analyzed a comprehensive data set of baseball statistics from 1871 to 2020, provided on SeanLahman.com. Answered guided questions to thoroughly explore the scope of SQL. [https://github.com/NSS-Data-Analytics-Cohort-4/lahman-baseball-data-casey-jones/blob/Rachel\\_Hertel/rg\\_h\\_lahman.sql](https://github.com/NSS-Data-Analytics-Cohort-4/lahman-baseball-data-casey-jones/blob/Rachel_Hertel/rg_h_lahman.sql)
- **Wine Enthusiast Exploration:** Created a visual using Tableau, intended to guide prospective wine buyers in choosing wine that fits their preferences. It involves interactivity between the following characteristics: varietal, region, price, and reviews. [https://public.tableau.com/profile/rachel.h7945#!/vizhome/wine\\_reviews\\_16169859171060/WhatsYourWine](https://public.tableau.com/profile/rachel.h7945#!/vizhome/wine_reviews_16169859171060/WhatsYourWine)

**Strategic Hospitality/Le Sel** Nashville, TN

October 2015 – March 2020

*A prominent, local hospitality group running a variety of restaurants. Le Sel was a French-influenced restaurant offering refined, bistro-style cuisine, with attentive service in a comfortable atmosphere.*

#### Administrative Assistant

- Assisted the small accounting team by auditing accounts payable in all restaurants to ensure timely payments, along with other tasks that ultimately alleviated their load. This allowed them time to offer more detailed and relevant reports to the executives.
- Onboarded new employees, focusing my attention on specific restaurants when they needed help the most. This gave managers more time to concentrate on operational duties while I made sure there was no paperwork missing, ultimately keeping the company covered legally.
- Utilized my existing Excel experience, and became proficient with CTUIT, Inova, and QuickBooks.

#### Events Manager

- Worked with clients to set up professional, private events from conception through a smooth and personalized execution. Focusing on capturing event sales to maximize restaurant revenue resulted in keeping the restaurant afloat financially. Consistently increased event sales annually, which kept the restaurant open longer than expected.
- Leveraged my computer skills in Gather, Excel, and Open Table to keep event details organized and maintain P&L statements. Staying organized in this area kept the lines of communication open among all teammates, resulting in seamless, successful events and happy customers.

- Oversaw training of new employees to uphold our standards of service, and actively engaged in employee and guest conflict resolution. This provided a consistent and engaging dining experience and had a positive impact word-of-mouth marketing.

**The Phoenician, A Luxury Collection Resort** Scottsdale, AZ

September 2012 – September 2014

*A Marriot Luxury Collection property for leisure and business travelers. Offers fine dining, multiple restaurant and bar outlets, and catering and conference services.*

**Thirsty Camel Complex Supervisor**

- Managed four outlets, but mainly focused on the high-volume Thirsty Camel lounge, offering unparalleled service for both business and leisure clientele. Duties included scheduling, inventory, ordering, training, anticipating guests' needs, conflict resolution, assisting servers and bartenders when needed.
- Financial responsibilities, including keeping beverage and food costs in line, regularly reporting to resort managers on productivity and profit, and helping plan special menus for large groups resulted in maximizing revenue and streamlining service.
- Received a 100% in leadership and 96% in engagement on the StarVoice survey from our staff as part of the Thirsty Camel Complex management team.
- Participated in a Six Sigma program which focused on how to increase beverage revenue per guest and helped execute our solutions throughout the hotel.

**ADDITIONAL EXPERIENCE**

**Green City Market** Chicago, IL

*One of Chicago's largest farmers market, which promotes sustainability and locality, connects chefs and farmers, and educates the public on supporting farmers.*

**Crepe Stand Manager**

- Operated and managed the crepe stand at the market: planned menu, ordered supplies, managed finances through tracking profits, expenses, and labor; improved cost in all areas.