Brianna Ford

Crosby, Texas
Email – Portfolio

SKILLS

- **Excel** (Statistic analyst mean, median, mode, range, standard deviation, pivot tables, VLOOKUP, profit and loss analyst, and forecasting.
- **SQL** (i.e., Joins, Aggregations, Case Statements, Subqueries)
- **Tableau** (i.e., Data Hierarchies, filters, groups, sets, and calculation fields, map data visualizations, dashboards, and stories)

EDUCATION

Business Analytics Nanodegree (*Certification*)   Expected: March 2023
Udacity, Online

Associates of Applied Science, *CIT-Desktop Support and Microsoft Network Administration*   August 2022
San Jacinto College, Houston, TX
- *Technology* - Administration Specialty Certification
  - o Proficient in computer network installation and user experience enhancement
- *Occupational* - Fundamentals Certification
  - o Skilled in manger cyber activity risks and utilizing different computer functions (software and hardware)

PROJECTS

Amazon *Operational Analysis* (Core Data Management Tool: Microsoft Excel)
- Preformed analysis with data from the New York Stock Exchange, producing summary statistics of total revenue deriving from Information Technology and Telecommunication Services.
  - o Profit and loss statement, and financial forecasting based on cleaned data.

Chinook *Data Mining Analysis* (Core Data Management Tool : SQL Lite)
- Assisted the Chinook team in optimizing their business practices by analyzing their digital music database and answering questions, using the Chinook Database which holds information about their music store, customers, employees, and invoices.

2015 Flight Delays and Cancellations at U.S. DOT *Data Mining Analysis*
- Developed interactive dashboards and stories to discover and communicate insights from the data of flight delays and cancellations, tracking the on-time performance of US domestic flights operated by large air carriers in 2015.

WORK EXPERIENCE

Member Engagement Specialist   December 2022 - Current
Carenet Healthcare   **Remote**
- Provides exceptional customer service and engagement through telephone communication, ensuring customer satisfaction by identifying and addressing health-care related issues
- Promote the prescription program thought upselling and sales techniques (i.e., active listening, emphasizing features and benefits, needs analysis)
- Handles 200+ calls, assisting with the implementation of solution-based practices for customers

PROFESSIONAL MEMBERSHIPS

Phi Theta Kappa Honor Society, Member
Recognizes and celebrates the achievements of community college students. It provides opportunities for its members to develop their leadership skills and grow as scholars.