Carolyne Koskei

Fort Worth, Texas | shaddaicarolyne@gmail.com | LinkedIn: https://www.linkedin.com/in/carol-koskei/ | GitHub: https://github.com/Carolyne-ops | Portfolio: https://carolyne-ops.github.io

SUMMARY

Google Data Analytics Professional Certificate holder with 5+ years of experience in human resources, customer service, and operations management. Experienced in data analysis, performance tracking, report generation, and process optimization. Proficient in Excel, SQL, Tableau, dashboard creation, and data visualization. Seeking data analytics role with opportunities for growth, insights-driven work, and collaboration in a dynamic environment.

RELEVANT SKILLS & EXPERTISE

Tools/Languages: Spreadsheets, SQL (BigQuery), Tableau, R (RStudio), Microsoft Excel (formulas, PivotTables, VLOOKUP)

Data Management: Data Collection, Data Cleaning, Data Structures, Data Analysis, Data Visualization, Data Ethics

Software Platforms: Microsoft 365 Suite, Google Workspace, Slack, Zoom, Kaggle, Loom

Strengths: Analytical Thinking, Collaboration, Attention to Detail, Project Management, Process Optimization, Performance Tracking

DATA ANALYSIS PROJECTS

Retail Sales Dashboard – Personal Project | Tools: Excel (Office 365), PivotTables, Google Sheets, Tableau | 06/2025

• Cleaned and analyzed 8,000+ sales transactions across U.S. cities to uncover product and regional sales patterns

• Designed an interactive Excel dashboard using PivotTables and charts to summarize trends by product, salesperson, and region

• Identified top-performing products (Cookies & Bars) and seasonality patterns to support marketing and inventory decisions

• Delivered a visual walkthrough using Tableau to enhance storytelling and dashboard usability

🔗 Video Demo:
https://1drv.ms/v/c/d1f09e4ebb43b6e5/EbEcXKFEQttJtn8ZzfBcyeUBa_eZlVJNFfWoU65e-K9d0g?e=QW7CLY

🔗 Excel File:
https://1drv.ms/x/c/d1f09e4ebb43b6e5/Eej-0-OPVohDuf8cMRlQx3ABoqhU1v2z6f-8qqel1fpRHg?e=eg2PVA

🔗 PDF Dashboard:
https://1drv.ms/b/c/d1f09e4ebb43b6e5/Eazz_KspfvVPgbJ72m1KfIoBXo9_HDVYbrztHHTB6PTFZw?e=DxWldG

Cyclistic Bike-Share Capstone Case Study – Google Data Analytics Certificate | Tools: R (tidyverse, lubridate), Tableau | 06/2025

• Combined and cleaned 12 months of ride data (~5.7M rows) using R

• Analyzed ride duration, user type behavior, and seasonal trends

• Built a Tableau dashboard to visualize ride patterns, usage spikes, and member differences

• Proposed marketing and product strategies to increase membership conversions

🔗 View Dashboard:
https://public.tableau.com/app/profile/carolyne.koskei/viz/CyclisticBikeShareRiderBehaviorDashboard2023/Dashboard1

🔗 View Code & Documentation: https://github.com/Carolyne-ops/cyclistic-project