# Danielle Bolyard

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Portfolio

## Summary

Dynamic Data Analyst and Front-End Developer with 4 years of experience in hospitality, operations, and leadership roles. Recently completed a Google Data Analytics certificate, enhancing proficiency in data collection, analysis, visualization, and project management. Currently advancing skills in front-end web development through Udacity's Front-End Web Development Nanodegree. Experienced in crafting strategic reports and solutions, with strengths in audits, Google Workspace, and fostering employee development.

## RELEVANT SKILLS & EXPERTISE

**Tools/Languages:** Spreadsheets, SQL, BigQuery, Tableau, R (RStudio), HTML & CSS, & Google Sheets
**Data Management:** Data Collection, Data Cleaning, Data Analysis, Data Visualization, Data Ethics
**Software Platforms**: Microsoft 365 Suite, Google Workspace, Slack, Zoom, Kaggle, Loom Canva
**Strengths**: Problem-solving, Collaboration, Effective Communication, Industrious & Hardworking Nature

## DATA ANALYSIS PROJECTS

Ad Sales Data Visualization Project -  04/2024

- Utilized Loom to record a demo highlighting instructions and visualization exercise
- Imported views to Google Sheets to clean and format data for use in visualizations
- Created various visuals using a bar chart, and  area graph to show the trends of two products to help stakeholders visualize the previous year's sales and better allocate advertising funding thereafter

## PROFESSIONAL EXPERIENCE

- **Freelance Courier • Instacart & DoorDash, Dowagiac, Michigan**
  September 2021 - October 2023
  Achieved prompt delivery of food and items, maintaining high customer service standards and earning a 4.9 Dasher rating. Proactively communicated with customers via phone calls and text messages to promptly resolve issues, ensuring smooth deliveries and garnering 114 compliments for exceptional service and quality.

**Operations Supervisor • Steak N Shake, Goshen, Warsaw, Elkhart, Indiana (HYBRID-TRAVEL**
January 2016 - March 2020

- Promoted from Service & Production Trainer to Operations Supervisor within a year for exceeding operational challenges
- Managed and trained approximately 50 employees across three store locations, resulting in high employee performance and a significant increase in quarterly revenue
- Executed multifaceted strategies for the team, ensuring they understood andVi exceeded customer satisfaction and health code standards

## EDUCATION, CERTIFICATES, & CERTIFICATIONS

- Google Data Analytics Certificate • *Merit America, Virtual*                    01/2024-06/2024
  Developed expertise in data collection, transformation, organization, and visualization to derive insights, predict outcomes, and guide strategic decision-making. Completed practical labs and a capstone project focusing on data analysis methodologies, including questioning, preparation, processing, analysis, visualization, and practical application in real-world scenarios. Collaborated with peers to enhance skills in team-based project management, task prioritization, problem-solving, and efficient use of Google Workspace tools