

## SKILLS

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- **Languages:** Python, SQL, NoSQL, VBA, HTML, CSS      **Databases:** AWS, BigQuery, Azure, MongoDB
- **Software:** Tableau, Excel, IBM Cognos/Watson, Zarca, Fieldglass, SAP Ariba
- **Hard Skills:** Data Pre-Processing, Quantitative Analysis, Data Visualization, Predictive Modeling, Natural Language Processing, Machine Learning
- **Soft Skills:** Written and Verbal Communication, Collaration, Project Management, Presentation, Design Thinking, Accessibility

## EXPERIENCE

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- **Nationwide Insurance** Columbus, OH  
*Specialist, Risk & Analytics* Apr 2018 - Present
  - **KPI Dashbaords:** Developed and implemented KPIs to manage vendor SLAs.
  - **Automation:** Created macros and formulas to streamline monthly reporting and improve delivery times.
  - **Savings:** Helped recoup over \$5M ( $\approx$ \$1.5M annually) in discounts and rebates based on contractual terms.
  - **Continuous Improvement:** Worked on continuous improvement initiatives to streamline reporting access.*Specialist, Supplier Relationship Management* Feb 2016 - Apr 2018
  - **Survey Analysis:** Designed and executed surveys and provided quantitative analytics on the results.
  - **Administration:** Assisted with software integration, maintenance and managed user access.
- **Garden City Group** Dublin, OH  
*Project Administrator* Sep 2011 - Feb 2016
  - **ETL Lifecycle:** Extracted and pre-processed Client data for load.
  - **Savings:** Performed cost-benefit analysis to avoid pre-payment penalties in bankruptcy settlements.
  - **Oversight:** Ensured that settlement disbursements were calculated accurately based on the Court approved Plan of Allocation.
  - **KPI Dashboards:** Developed and administered weekly operation metrics to monitor Team's workload and efficiency.
  - **Communication:** Received and handled Client inquiries via phone and email.*Research Associate* 2010-2011
  - **Research:** Researched potential fraudulent securities claims to be submitted to the DOJ for review.
- **JP Morgan Chase** Columbus, OH  
*Customer Care Professional* Jan 2009 - Nov 2009
  - **Financial Analysis:** Reviewed and analyzed customer financial data and provided recommendations for loan modifications.
  - **Communication:** Received and handled inbound calls and emails from Clients.
  - **Sales:** Increased credit card, home equity and refinance sales by offering Chase products to existing and new customers.

## RELEVANT COURSEWORK

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- **Bowling Green State University** Ohio  
*Calculus I & II* Aug 2004 - Jun 2006
- **Columbus State Community College** Ohio  
*Calculus Statistics and Algebra* Aug 2006 - Jun 2007
- **EdX** MOOC  
*Essential Statistics for Data Analysis* Jun 2017
- **UCSanDiegoX** MOOC  
*Python for Data Science* Dec 2018