Data Analyst

ADEJA WILLIAMS

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https://adejatheanalyst.github.io/MyPortfolioWebsite/
Washington, DC

Skills

- SQL (SQL Server, MySQL, PostgreSQL)
- Python (Pandas, NumPy, SciPy, Matplotlib)
- Tableau
- Excel (VLOOKUP, Conditional Formatting, Pivot Tables)
- Microsoft Azure (Data Bricks, Azure Data Lake, Azure Data Warehouse)
- R Studio, SPSS
- Microsoft Power BI

Projects

CUSTOMER SALES ANALYSIS – Client Project – Washington, DC — July 2024
- Utilized **SQL** to extract data from 8 different related tables from customer sales databases using **JOIN** and **VIEW**
- Transformed and filtered data by using aggregating and filtering function to improve reporting process
- Loaded and visualized data with **Python** to identify key business intelligences that can improve sales performance

DATA SCIENCE/ JOB MARKET EDA – Personal Project **– Washington, DC** — September 2023
- Utilized **Python** to analyze 7000 data science job listings and gain insights on what it takes to land a job in analytics
- Implemented **Regex** techniques to comb through the job descriptions and identified the key requirements
- Aggregated and visualized the data by using **pandas, matplotlib** and **word Cloud** to compile a professional report

RESEARCH ANALYSIS / BEHAVIORAL SCIENCE– Research Project – New Britain, CT — April 2022
- Utilized **R Studio** to perform sentiment analysis on 2,000 students at Central Connecticut State University
- Performed data cleaning and text analysis to successfully identified the mental well-being of enrolled students
- Applied regression and machine learning to produce a final model with an accuracy of 88% and lift of 34%

Work Experience

CLIENT SUCCESS ANALYST– Beyond Finance **– Remote** — July 2024 - Present
- Efficiently handled a backlog of said overdue payments resulting in 10% reduction in outstanding balances and a 5% increase in on-time payments during time
- Managed high priority clients' budgets while securing funds for company
- Reduced compliance risk by monitoring the adequacy and effectiveness of fraud policies, procedures in support of Consumer and Fraud Operations' teams.
- Identified opportunities to enhance customer experience and monitored trends and quality risks, serving as a resource regarding emerging trends and root-cause analyses.

SERVICE ANALYST – TEKsystems – Remote — July 2022 – July 2024
- Routed and/or provided resolution to 40-60 tickets remotely using Avaya one-X Agent and ServiceNow in an internal IT help desk
- Extended application support included password resets and general troubleshooting in Active Directory, 3270 Mainframes, Microsoft Office products and healthcare applications like Citrix and EPIC.
- Delivered general network support for Citrix AnyConnect VPN, LANS, WANS, VLANS, printers, file shares, and iOS remote desktop support.
- Updated enterprise knowledge base when new solutions were tested and established for general support use.

Education

BACHELOR OF SCIENCE IN PSYCHOLOGY – *Central Connecticut State University* – New Britain, CT.
May 2022
Majors: Psychological Science, Research Methods, Computer Science
ASSOCIATES IN BUSINESS ADMINISTRATION – *Naugatuck Valley Community College* – Waterbury, CT.
August 2018
Majors: Business Analytics