



## PROFESSIONAL SUMMARY

Energetic, motivated, and highly data Analyst professional with hands-on knowledge of data-driven decisions, adapting information systems, adding new features, providing guidance to employees, taking part in planning sessions, and advising on resource allocation. Adept at preparing valuable, visually engaging reports and presentations for stakeholders. SQL, Tableau, and Excel in optimizing operations and driving business growth. Excellent understanding of business operations and analytics tools for effective analyses of procedures. Proficient in interpreting and analyzing information to uncover trends, opportunities, and operational impacts, exposure to multiple projects by providing quality service, continuing learning, and offering additional contributions. Proven ability, exceptional problem-solving skills, attention to detail, and the ability to thrive in collaborative team environments. leveraged technical expertise and analytical prowess to deliver measurable results and improve operations in the collaborative environment on which a company prides itself.

## SKILLS

- Data Analysis
- Forecasting & Planning
- Data Visualization
- Relationship Building
- Program Coordination
- Active Listening
- Data Cleaning
- Project Management
- Planning Skills
- Problem Solving
- Statistical Analysis System
- Planning and Tableau
- Database Management
- Report Management
- Managing Skills
- Customer Service
- Trend Analysis
- Attention to Detail
- Critical Thinking
- Communication

## CORE COMPETENCIES

**TECHNICAL SKILLS:** Tableau, zoom, Advance Excel & MS Office, PowerPoint, Outlook, V-lookup, Data cleansing, KPI/Dashboard Development, Pivot Tables, SAS, Regression Analysis, Visible Analyst, SQL Server, Quantitative Methods, Data Structures, Google Sheets.

- Strong organizational skills; ability to prioritize, maintain attention to detail and recognize time constraints.
- Quickly learn and master new technology; equally successful in team and self-directed settings; and proficient in various computer systems and languages.
- Quick thinker with the ability to multi-task. A constant learner with high availability and response.
- Excellent interpersonal, written, and verbal communication skills. Positive attitude and attention to detail
- Flexible and adaptive to changing technologies and work environment
- Strong analytical and conceptual skills; ability to create original concepts and theories for a variety of projects
- Team player & Effective communicator with strong analytical, problem-solving & organizational abilities.

## PROJECTS

### CYCLISTIC BIKE SHARE DATA

JUN 2023

- Analyzed extensive data analysis on Cyclicistic Bike Share to identify trends, prepare patterns reporting and support marketing strategy.
- Cleaned and validated raw data using Excel, enhancing accuracy and providing ongoing reports to stakeholders
- Designed and developed comprehensive Tableau dashboard, transforming complex actionable insights to facilitate organization.
- Ensured integrity and security by implementing best practices for information handling and storage.
- Utilized cleaning techniques using tools like Tableau to visualize findings to stakeholders.

### NIKOLA JOKIC'S NBA PLAYOFFS STATS DASHBOARD

Sep 2023

- Designed and developed a dynamic dashboard to track and visualize Nikola Jokic's performance statistics throughout 2023 NBA playoffs.
- Created data visualizations and interactive charts using tools like Tableau to showcase key performance metrics, such as points, rebounds, assists, points scored, and blocks and shooting percentages.
- Conducted regular performance evaluations and gathered feedback to improve dashboard's functionality, enhancing effectiveness.
- Evaluated statistical analysis to identify Jokic's strengths, and weaknesses with different playoff games for coaching strategies.

- Documented sources, and methodologies used in dashboard creation, ensuring transparency and knowledge transfer within organization.

## SPOTIFY 2023 DATA EXPLORATION

Sep 2023

- Leveraged SQL queries to extract pertinent data from Spotify 2023 dataset, ensuring accuracy and comprehensiveness.
- Distinguished top-streamed songs, empowering decision-making to innovative marketing and promotional strategies.
- Transformed table structure, strategic addition and removal of columns, elevating information and relevance to optimize in-depth analysis.
- Employed process cleaning techniques to improve quality by handling missing values and outliers, enhancing dataset's reliability.

## WORK EXPERIENCE

### CVS HEALTH

March 2021 - PRESENT

#### RX SHIFT SUPERVISOR

Provide leadership and guidance for front store operations, ensuring smooth day-to-day workflows and exceptional customer service. Collaborate with pharmacy and general store teams to maintain seamless operations, facilitating effective communication and teamwork.

- Utilize expertise in electronic prescription systems to process and manage orders, ensuring accuracy and compliance with regulations.
- Assist prescription processes, including accurate medication dispensing, labeling, and packaging in compliance with pharmacy standards. Handle insurance billing procedures, verifying and processing claims to facilitate seamless transactions for customers
- Accomplished filling over 100 prescriptions per shift as a certified Pharmacy Tech by encouraging inquiries about drug interactions, side effects, dosage, and proper medication storage in a cultivated pharmacy environment.
- Attained promotion to Shift Supervisor within one year, acknowledging exceptional team leadership skills and providing CVS Hard at Work recognition.
- Handled prescription filling, medication dispensing, and inventory management, maintaining strict adherence to quality and safety standards.
- Orchestrated a five-member team to surpass weekly sales targets, upholding superior customer service standards.
- Performed contact emergencies, ensuring continued pharmacy operations and patients access necessary medications.

### CVS HEALTH

April 2020 – March 2021

#### CUSTOMER SERVICE ASSOCIATE

Demonstrated in-depth knowledge of Health products and services to assist customers in informed purchasing decisions. Assisted in managing inventory by restocking shelves, organizing products, and conducting regular inventory checks to maintain product availability.

- Prepared reports for specific transactions to enhance operational efficiency by managing sales and returns database inventory system.
- Collaborated with over eight shipping representative teams, orchestrating merchandise deliveries and overseeing unloading.
- Received positive feedback from customers for delivering exceptional service and building rapport to meet needs.
- Processed customer transactions, including carepass, cash handling, credit card payments, and application of discounts and coupons.
- Provided exceptional service by addressing inquiries, resolving issues, and ensuring a positive shopping experience for customers.

## EDUCATION & CERTIFICATION

**Bachelor of Science in Business Management, Concentration in Entrepreneurship) | Graduated | GPA 3.22**

North Carolina Agricultural and Technical State University, Greensboro, NC

- Google Data Analytics Certificate
- DataCamp - Data Analyst Associate Certificate