HEATHER ZEDAKER

Eugene, OR, United States | (541)731-8324 | hzedaker@gmail.com | http://www.linkedin.com/in/heather-zedaker
Work Portfolio and client recommendations available on request

A data and reporting scientist seeking to leverage my education and experience in data management, statistical analysis, and problem-solving to drive impactful business decisions, improve equity in our government, and drive social impact in the technology sector.

SKILLS

- SQL (Advanced)
- Python (numpy, pandas, scipy, scikitlearn, matplotlib)
- Excel (Advanced)
- Tableau
- JupyterLab
- GitHub
- Data-driven problem-solving
- Cross-functional collaboration
- Stakeholder communication
- Project Management
- Adaptability (working with varied project guidelines)
- Agile Methodologies
- Data storytelling
- Educational / technical documentation
- Business Process Modeling
- Object Oriented Methodologies
- Critical Thinking
- Time Management

EXPERIENCE

2020-current
Worked with various clients to provide data analysis and reporting. Performed advanced SQL analysis to generate in-depth reports for diverse clients, including sales lead targeting, marketing ROI optimization, and industry trend analysis. Communicated complex data insights into clear, actionable reports, empowering client decision-making. Corrected for linguistic anomalies and biases in user-facing AI chatbots through careful validation of NLP model outputs. Worked on varying projects with updates to use cases and project guidelines daily, and communications using collaboration tools with international teams.

2014-2020 Personal Support Worker
Provided individual support for adults with physical and cognitive disabilities. Assisted with identifying personal goals, creating plans to meet goals, support with working toward personal goals, and reporting of progress to state agencies. Mentored and coached by providing real-time support and education of tasks and creating innovative processes to assist in goal achievement.
Collaborated with adults with disabilities to define personal goals, develop strategic plans, and track progress. Reported outcomes to state agencies demonstrating successful goal achievement.

2005-2011 Sr Team Lead / Sr Business Analyst, Medical Informatics *Banfield the Pet Hospital*
Managed a team of analysts who worked on cross-functional projects where IT solutions were developed to meet various business needs for proprietary software development as well as data warehousing business customers, Requirements gathering, project management, small data analysis, and stakeholder interviews. Oversaw the analyst projects below me as well as managed my own projects. Worked closely with developers, testing personnel, and business customers. Developed technical and instructional documentation and participated in and tracked projects through implementation. Wrote and maintained project documentation such as scope documents, budget proposals, project plans, requirements documents, user documentation, stakeholder updates, and milestone tracking. Worked alongside technical team members and business customers to gather requirements and provide documentation for several projects for software changes. Requirements gathering, coordinating user testing, technical documentation, and subject matter expert.

EDUCATION

Western Governors University
Bachelor of Business,
Information Technology Management

Western Governors University
Masters of Science,
Data Analytics
Exp. Graduation Summer 2024