HEIDI HODGES

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SUMMARY OF QUALIFICATIONS

Highly motivated professional with over 17 years of experience in client services and organizational support. Possesses a valuable skillset that includes **data analysis**, finding and fixing data errors, **drafting and editing** written materials to ensure accuracy and consistency. Proven **leader** with excellent interpersonal and **communication skills**. A valuable team member with a demonstrated ability to develop improvements that drive strategic business goals. Detail-oriented and organized professional recognized for providing exemplary customer service.

TOOLS AND SKILLS

Excel, translating business requirements, data cleaning, integration, and transformation, statistical hypothetical testing, visual analysis, forecasting, storytelling in Tableau, presenting results to an audience, presenting interim results, SQL, PostgreSQL, PGAdmin4, relational databases, database querying, filtering, cleaning, and summarizing, joining tables, subqueries, common table expressions, Python, data wrangling, data merging, deriving variables, grouping data, aggregating data, linear regression, supervised machine learning, unsupervised machine learning.

PROJECTS

Medical Staffing for Influenza Analysis
To help a medical staffing agency that provides temporary workers to clinics and hospitals on an as-needed basis for influenza season. Using CDC and Census information from 2011-2017 to inform future needs for additional influenza staffing.

Rockbuster Analysis
Provide insight on online video rentals so Rockbuster can compete with Netflix and Amazon Prime.

Real Estate and High School Graduation Analysis
Provide insight on real estate pricing in the United States; compare high school graduation rates to income and analyze against rent and mortgage per state.

PROFESSIONAL EXPERIENCE

EZENICS, INC, July 2019 - Present
PROJECT SPECIALIST

- Acquire data from clients' HVAC machines and configure on Ezenics' proprietary system to record appropriate data so the team can enable those machines to run more efficiently, thereby saving the client money.
- Research connectivity errors, data storage errors, enact proprietary formulas to further this goal. In 2020, increased initial setup and integration into Ezenics Platform from 1,200 machines in 2019 to almost 3,500.
- Identify any client sites with new HVAC machines that need to be integrated into Ezenics platform.
- Work with team of engineers to further identify any issues that need to be resolved.
- Use standard data analytics to run several biweekly reports to identify errors that impact storage or efficiency strategies, troubleshoot errors to resolve.
- In 2021 upon taking lead of ongoing storage health, brought overall error percentage across almost 150,000 machines at almost 2,000 locations from 8% to 4.5% within 6 months, increasing efficiency and overall data quality across all locations. Furthermore, brought errors of critical dehumidification units from 8% to 4% within one month, decreasing overall errors and enabling more efficiency and savings across all sites with those machines.

- Created weather station report and recorded macro to use latest data input to update all tables and graphics as a dashboard in Excel and find and resolve errors, allowing data engineers to make entire locations run more efficiently and save the client millions in energy bills.

DONNELLEY FINANCIAL SERVICES, 2015-2019
PRODUCTION COORDINATOR
- Use Salesforce and PowerBI reports to prioritize incoming work and schedule tasks across three sites, two of which are offshore.
- Monitor and facilitate ongoing tasks to ensure proper progression, escalation, and task management.
- Answer and manage queries from sites to service and vice versa as experience, and need, dictates.
- Maximize automated software systems to best utilize resources.
- Identify specific training and development initiatives to promote ongoing process improvement. Analyze problems to find resolutions and troubleshoot application errors/inconsistencies.
- Utilize prioritization, communication, critical thinking, problem solving, teamwork, time management, and attention to detail skills in order to ensure on-time, quality delivery of filing, printing, and implementation tasks to clients.

EDUCATION & CERTIFICATIONS
CERTIFICATE OF COMPLETION, INTRO TO DATA ANALYSIS, CAREERFOUNDRY BERLIN, GERMANY
Completed 10 tasks and a data analysis project to obtain a certificate. Data Analytics certificate of completion expected May 2022; complete 50 tasks and 5 projects.

B.A., ENGLISH, FLAGLER COLLEGE, ST. AUGUSTINE, FLORIDA