

HEIDI HODGES

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SUMMARY OF QUALIFICATIONS

Highly motivated professional with over 15 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.

AREAS OF EXPERTISE

DATA SCIENCE – Collecting, cleaning, analyzing data using Excel, SQL, Python, and Tableau. Finding and fixing data errors, presenting findings to internal and external clients.

LEADERSHIP and MANAGEMENT – Experienced directing employees in a range of duties including: editing, proofreading, materials developing, printing, binding, cash handling, client relations, workflow, and business development.

COLLABORATION – Building and maintaining a rapport with foreign and domestic team members in order to have a foundation of trust to work together to get work done in the most efficient and timely way possible. Communicate effectively with all coworkers, up to c-suite.

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 2,000 machines 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.

COMPOSITION SPECIALIST

- Accurately and quickly made edits to clients' documents per their markup; formatted financial documents for filing and printing. Had the highest production stateside in 2016.
- Chosen to crosstrain and learn ArcProspectus, a merged text platform.
- Worked as backup workflow coordinator: answering/forwarding queries for specific documents and questions; prepared and triaged jobs for work by the team; liaised with customer service team to prioritize and answer questions.

BANFIELD PET HOSPITAL, 2012-December 2015

CLIENT SERVICE COORDINATOR

- Served as a front office clerk for the subsidiary of Mars with more than 800 locations across the US.
- Encouraged business development by visiting PetSmart to meet pet owners and invite them to visit the hospital to receive preventive care services. Educated pet owners on affordable Wellness Plans to ensure optimal health for pets.
- Responded to incoming calls, resolving issues and answering questions. Answered questions from PetSmart customers about issues ranging from feeding to grooming to protecting pets from parasites or other animals. Used proprietary software to schedule appointments, keep track of conversations with clients, monitor vaccine due dates for specific patients, and maintain correct information about each pet in the database. Maintained clean and safe patient rooms. Filled pet prescriptions as needed.

BKD, LLP, 2007-2010

MARKETING ASSISTANT & RECEPTIONIST

- Served as marketing assistant, drafting proposals to generate new clients. Provided receptionist services, pleasantly answering phones, responding to questions, and ensuring a welcoming atmosphere in reception area.
- Drafted Request for Proposal forms that highlighted firm and accountant experience for service presentations to potential clients. Pointed to company expertise in managing retirement funds and federal/state tax requirements.
- Handled the editing and proofreading of all proposals with an eye for ensuring accuracy in content, formatting, and grammar before final processing and printing. Served as backup editor for word processing department.
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- Recognized for providing exemplary customer service, directing all incoming calls, mail, and faxes accordingly. Uploaded client information into the Capital Confirmation system.

WORD PROCESSING SUPERVISOR

- Managed operations in the word processing department, ensuring all documents: financial reports, letters, and memos were grammatically and visually perfect in accordance with BKD Stylebook, APA Guidebook, and Gregg Reference Manual standards of formatting, grammar, and editing. Accountable for accuracy of all documents. Supervised two employees in the Word Processing department.

- Reviewed all documents routed to my department for formatting, editing, and processing. Identified and changed grammatical, formatting, style, and all other errors to align with BKD, APA, and Gregg Reference Manual standards. Consistently updated style guides and printed internal style updates to ensure employees maintained up to date.
- Managed the workflow through my department to ensure timely delivery as promised to the client. Prioritized tasks in collaboration with accountants. Handled the printing and binding of financial reports, letters, and contracts for clients. Ensured printed documents were free of blemishes and used adequate paper.
- Nominated for a PRIDE Award for exhibiting all the standards of Passion, Respect, Integrity, Discipline, and Excellence that BKD values. In the first month in my position, tweaked the process of dropping off documents to include more information, which helped route more pressing matters in a more efficient manner than first-come, first-served.

WALGREENS, 2005-2007

ASSISTANT MANAGER

- Led a team of up to 25 employees in providing excellent customer service in the processing of returns and exchanges, identifying products for customer, and ensuring client satisfaction. Handled store operations. Ensured shelves were clean and stocked. Boosted sales by developing eye-catching displays on end caps and side caps. Ordered stock as needed.
- Conducted morning store opening duties, which included balancing the safe for the beginning of the shift, ensuring that all the nightly closing duties were completed the prior night, and opening all departments for the day. Balanced safe at beginning and end of every shift. Ensured a safe and proper amount of cash was available for cashiers at all times. Performed nightly store closing duties, which included cash handling and directing staff to clean the store, replenish shelves, empty trash bins. Handled thousands of dollars in cash to balance register tills every night. Ensured all cash deposits were ready for the armored car pickup.
- Enforced Walgreen's policies for employee actions, such as dress code, and return policies for customers. Assisted as a pharmacy technician as needed, which required obtaining a pharmacy technician license.

EDUCATION & CERTIFICATIONS

CERTIFICATE OF COMPLETION, INTRO TO DATA ANALYSIS, CAREERFOUNDRY BERLIN, GERMANY

Completed 10 tasks and a data analysis project to obtain certificate. Data Analytics certificate of completion expected May 2022; complete 55 tasks and 6 projects.

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

PROJECTS

VGSales Analysis

September 2021 to October 2021

Video game sales analysis to determine which genres are most popular per geographic region to determine sales and development strategies for video game company.

Tools and skills: Excel, Word, grouping and summarizing data, descriptive analyses, visualizations, presenting results.

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.

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.

Rockbuster Analysis

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

Tools and skills: SQL, PostgreSQL, PGAdmin4, relational databases, database querying, filtering, cleaning, and summarizing, joining tables, subqueries, common table expressions.

Instacart Analysis

Provide insight on customers' shopping habits for Instacart, an online grocery store.

Tools and skills: Python, data wrangling, data merging, deriving variables, grouping data, aggregating data, reporting in Excel, population flows.

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.

Tools and skills: Python, data wrangling, data merging, deriving variables, grouping data, aggregating data, Tableau, presenting results.