**Yasan Bey**

Charlotte, NC**|** C: (704)-293-6114**|** [ifmism@gmail.com](mailto:ifmism@gmail.com)

**Summary**

I have a strong skill set in various productivity and analytics tools which is excellent especially for roles involving training analytics. Excel, Smartsheet, and Google Sheets are versatile for data analysis and manipulation. I am currently upskilling SQL, PowerBI, and Python.

**Professional/Technical Skills**

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| --- | --- |
| * Knowledge and proficiency in Excel * Google Sheets | * Microsoft Excel (complex formulas, VLOOKUP and Pivot Tables) |
| * Word * Outlook | * Power Point * SQL |
|  |

**Professional Experience**

**Utility Locator** May 15, 2023, to Present

Blood Hound, Charlotte, NC

* Engaging with clients, contractors, field investigators, recovery, and management to strengthen the relationships and understanding of each role in the investigation process.
* Drive and maintain BHUG’s visibility with all clients in all markets through reporting, regular client update meetings with local leadership, and overseeing technician education program with investigators in every market.

**Trainer/ Rover** October 15, 2015, to April 5, 2023

Project Resources Group, Charlotte, NC

* Collaborated with clients, contractors, field investigators, recovery, and management to understand and streamline the investigation process, fostering stronger relationships and improving operational efficiency.
* Managed the billing process, ensuring accuracy and timeliness in invoicing and financial transactions.
* Implemented new policies and procedures to optimize data management practices, enhancing the company's analytical capabilities and overall performance.
* Created comprehensive written and video documentation for training procedures, facilitating the onboarding of new staff and ensuring consistent knowledge transfer.
* Conducted audits on claims data to verify compliance with established policies and procedures, maintaining data integrity and regulatory compliance.
* Assisted in managing a team of investigators tasked with on-site investigations of underground and aerial cable plant damages nationwide, providing analytical support and performance insights.
* Worked closely with the director to identify growth opportunities and strategic initiatives, leveraging data-driven insights to drive decision-making.
* Participated in 811 meetings to expand organizational knowledge and presence among clients and contractors, contributing insights from a data analysis perspective.
* Maintained and improved PRG's visibility with clients across all markets through data-driven reporting, regular client update meetings, and oversight of technician education programs.
* Assisted in the interview process, hiring, and ongoing training initiatives for the investigation team, ensuring alignment with data analysis requirements and quality standards.
* Managed expenses and mileage for travel, optimizing cost efficiency and budget allocation.
* Provided support to the claim’s recovery team, facilitating seamless communication and collaboration between investigative and recovery efforts through data analysis and insights.

**Fiber Optic Line Technician Supervisor** November 2004 to2015

USIC/AUS, Charlotte, NC

* Supervised and monitored service sites, utilizing data analysis to assess accuracy and productivity, identify areas for improvement, and optimize operational efficiency.
* Provided effective training and support to new employees, leveraging data-driven insights to facilitate their onboarding process and enhance performance.
* Analyzed work site blueprints to locate decisive service lines, utilizing spatial data analysis techniques to optimize routing and infrastructure planning.
* Scheduled meetings for contractors, utilizing scheduling software and data analysis tools to optimize meeting times and resource allocation.
* Collaborated with clients to design fiber optic routes, leveraging geographical data and predictive modeling to optimize network design and performance.
* Verified and estimated customer order requisitions, utilizing data analysis techniques to ensure accuracy and completeness of orders.
* Calculated daily service tickets to ensure accurate invoicing, utilizing data analysis to validate service delivery and billing accuracy.
* Processed and completed weekly travel expense reports, utilizing data analysis to track and manage travel expenses efficiently.
* Processed and downloaded digital images of inconclusive work sites, utilizing image analysis techniques to extract relevant information and insights.

**Education, Training and Certification**

**Goodwill University**- Charlotte NC

Data Analyst Training – Present

**CPCC** – Charlotte, NC

Candidate for a BS, Accounting – June 1995

**Harding University High School**High School Diploma -June 1994