

# Jen Collins

## Data Analyst

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### CAREER SUMMARY

- Experience
- 7+ years as a Data Analyst in the non-profit sector reporting data insights to the Executive Board
  - Highly motivated, self-directed learner with a passion for clean and organized data, always willing to take on higher level challenges in problem solving and analytical thinking
- Technologies SQL, Tableau, R, Excel

### PROFESSIONAL EXPERIENCE

American Recorder Society – *Data Analyst* | *Bookkeeper* 06/2021-Present  
Technologies: Excel, relational database, QuickBooks Charlotte, NC

- Prepare biannual fund appeal reports and ad-hoc reports containing over 7500 records by utilizing detailed analysis from Excel spreadsheets and relational databases.
- Track agency revenue and expenditures, perform monthly reconciliation of accounts, including investment accounts, and analyze financial reports for continued accuracy.
- Use statistical methods to analyze total donations in amounts up to \$100,000 and to generate actionable financial reports resulting in increased donor funding.
- Successfully collaborate with executive stakeholders on project to increase member retention by over 33% monthly through direct outreach.

Telus International – *Data Analyst* | *Senior Rater* 03/2011 – 08/2022  
Technologies: AI Charlotte, NC

- Contributed to improvement of AI and machine learning products by improving the relevance of search engines.
- Analyzed and provided feedback on various data points including text, images, webpages, and related information on leading search engines based on an ever-changing set of guidelines and online tools.
- Self-directed work required to consistently remain above an 85% accuracy rate to secure position within the program.

Hope Haven, Inc – *Data Analyst* | *Intake Specialist* 09/2006 – 06/2011  
Technologies: Excel, relational database Charlotte, NC

- Compiled data and provided statistical outcome information in order to maximize over \$300,000 in annual agency funding through United Way, HUD, and others.
- Developed database training material and lead educational sessions of 30+ staff members on data standardization and best practices.
- Facilitated interagency collaboration for admissions and continuum of care by connecting clients with needed services.

### PROJECTS (Available to view here: [jenlcollins.github.io](https://jenlcollins.github.io))

#### Covid-19 Data Exploration in SQL (BigQuery)

- Skills used: sorting, filtering, aggregate functions, converting data types, JOIN, CAST, CTE's, temp tables, creating views, window functions

#### Covid-19 Data Visualization in Tableau

- Delivered key insights about death and infection rates in visually appealing text, bar, line, and map charts.

#### Bikes Sales Data Cleaning, Pivot Tables, and Dashboard in Excel

- Remove duplicates, find and replace, pivot tables, add charts, build dashboard, insert slicers.

#### Cyclistic Bike Share Marketing Campaign Analysis using R

- Data cleaning, data type conversion, aggregate functions, ggplot bar graphs, offer business insights.

### EDUCATION & ACCREDITATIONS

University of North Carolina at Chapel Hill

B.S. Sociology

Google Data Analytics Professional Certificate

Excel, SQL, Tableau, R