Sarah Bennett

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# Professional Summary

Accomplished data analyst with over 3 years of experience adept at converting raw data into strategic insights to drive business decisions. Expertise in data visualization, statistical modeling, and facilitating cross-functional collaboration. Demonstrated ability to simplify intricate data into digestible narratives for executive decision-making. Currently progressing in an IT-related degree, with hands-on experience in tech support, showcasing a natural curiosity for tech trends. Proven problem-solving and communication skills, coupled with an organized and proactive approach, ready to thrive in a dynamic environment.

# Technical Skills

- Proficient in Programming Languages: Python, SQL, R  
- Versatile in Tools & Frameworks: Tableau, Power BI, Pandas, Scikit-learn, Advanced Excel  
- Extensive knowledge in Databases: MySQL, PostgreSQL  
- Specialized in: A/B Testing, Predictive Modeling, Comprehensive Data Cleaning  
  
Job Requirements:   
- Minimum of 2 years of ongoing education in Information Technology or a related field.  
- Practical experience (including school projects or internships) in help desk or technical support is highly desirable.  
- Demonstrates a keen interest in evolving technology trends and possesses a strong drive for continuous learning.  
- Exceptional problem-solving and communication skills.  
- Highly organized, proactive, and readily adaptable in a fast-paced environment.

# Professional Experience

* Data Analyst
* BrightPath Analytics, Seattle, WA  
    
  Job Requirements:  
  - Pursuing a minimum of two years in Information Technology or a related discipline.  
  - Prior exposure to help desk or tech support roles through academic projects or internships is highly desirable.  
  - A strong interest in exploring emerging technology trends and a keenness to continuously learn.  
  - Exceptional problem-solving abilities and superior communication skills.  
  - Highly organized and proactive with a readiness to thrive in a fast-paced environment.

June 2021 – Present

- Led the design and development of interactive Tableau dashboards for marketing and product teams, achieving a 40% reduction in report delivery time.  
- Conducted in-depth analysis of A/B testing results for product enhancements, contributing to a 15% increase in user retention.  
- Fostered cross-functional collaboration with engineering teams to streamline data pipelines and enhance data quality checks.

* Business Intelligence Intern
* Sunrise Retail Group, Remote

Jan 2020 – May 2021

- Developed and implemented advanced sales forecasting models utilizing Python and Excel, enhancing monthly accuracy by a significant 10%.  
- Orchestrated the consolidation of 5 years' worth of disparate customer data into a single, centralized SQL database for streamlined data management.  
- Facilitated executive leadership's KPI tracking by automating the generation of comprehensive weekly reports.  
  
Job Requirements:   
- Completion of at least two years in an IT-related degree program or equivalent field.  
- Demonstrable experience in help desk or technical support roles, including academic or internship experience.  
- A keen interest in staying abreast of technology trends and an eagerness to continually learn.  
- Exceptional problem-solving skills coupled with strong communication abilities.  
- Highly organized, proactive, and readiness to immerse in a fast-paced work environment.

# Education

Academic Qualification: Bachelor of Science Degree in Statistics  
  
Job Requirements:  
- Possess a minimum of two years of academic progression in Information Technology or a related discipline.  
- Demonstrated experience in help desk or technical support roles, potentially through academic projects or internships.  
- An inherent curiosity about technological trends coupled with a strong desire for continuous learning.  
- Excellent problem-solving capabilities complemented by superior communication skills.  
- Highly organized and proactive, with a readiness to adapt to a fast-paced environment.

Academic Background: Currently pursuing a degree in Information Technology or a related field at the University of Washington, Seattle, WA, with a completion of at least two years of coursework.  
  
Professional Experience: Possess hands-on experience in help desk and tech support roles, obtained through academic projects, internships, or similar roles.  
  
Technological Proficiency: Demonstrates a profound interest in emerging technology trends and displays an unwavering commitment to continuous learning and professional growth in the IT field.  
  
Soft Skills: Excellent problem-solving abilities complemented by outstanding communication skills, facilitating effective cross-functional collaboration.  
  
Organizational Abilities: Highly organized and proactive with a readiness to dive into fast-paced work environments and contribute immediately.

Graduated: 2020

# Certifications

- Earned Google Data Analytics Professional Certification  
  
Job Requirements:  
- Minimum of 2 years of academic pursuits in Information Technology or a related discipline.  
- Proven experience, preferably through internships or academic projects, in help desk support or technical troubleshooting.  
- Demonstrated interest in technology trends and a strong drive to continue learning.  
- Exceptional problem-solving abilities and communication skills.  
- Highly organized, proactive, and prepared to thrive in a fast-paced environment.

- Certified Tableau Desktop Specialist (2022)  
  
Job Requirements:   
- Minimum of two years' progression towards a degree in Information Technology or a related discipline.  
- Prior experience in tech support or help desk roles, including through academic projects or internships, highly desirable.  
- Demonstrated interest in current and emerging tech trends, coupled with a strong desire for continuous learning.  
- Exceptional problem-solving abilities and communication skills, with a talent for translating technical concepts to non-technical audiences.  
- Highly organized and proactive, with a readiness to take the initiative in a fast-paced environment.

# Projects

Advanced Customer Retention Predictive Analytics  
  
Position Prerequisites:  
- Minimum two years of academic pursuit in Information Technology or a related discipline.  
- Prior exposure to help desk or technical support roles, including experiences gained during academic coursework or internships.  
- Demonstrated interest in staying abreast of emerging technology trends with a keen desire to continually learn.  
- Exceptional problem-solving capabilities coupled with robust communication skills.  
- Highly organized, proactive, and prepared to thrive in a fast-paced environment.

Original: Engineered and meticulously evaluated a logistic regression model utilizing Scikit-learn, successfully predicting customer churn with an impressive accuracy rate of 88%.  
  
Job Requirements:   
- Currently pursuing or have completed at least 2 years of a degree in Information Technology or a similar discipline.  
- Prior experience in a help desk or tech support role, including experiences gained through internships or academic projects, is a strong advantage.  
- A genuine interest in keeping pace with the latest technology trends and a strong desire to expand knowledge base.  
- Excellent problem-solving skills combined with effective communication abilities.  
- Highly organized, proactive, and prepared to thrive in a fast-paced environment.

E-commerce Dashboard

Developed an integrated Power BI dashboard, streamlining sales, marketing, and customer service metrics derived from a comprehensive dataset.   
  
Job Requirements:   
- Minimum of 2 years' progress towards a degree in Information Technology or a related field.  
- Prior experience in help desk or tech support roles (including academic or internship settings) is highly desirable.  
- Demonstrated interest in current and emerging technology trends with a strong desire for continuous learning.  
- Exceptional problem-solving abilities and communication skills.  
- Highly organized, proactive, and prepared to thrive in a fast-paced environment.