




## Kap Kirk

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## Operational Analyst | SQL | Tableau | R | Business Intelligence

Detail-oriented **Operational Analyst** with expertise in **data-driven decision-making, workflow optimization, and process improvement**. Proficient in **SQL, Tableau, and R**, leveraging analytical insights to support operational efficiency, business intelligence, and performance tracking.


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## Skills & Tools

- **Data Analysis & Visualization:** SQL, Tableau, R, Excel (Pivot Tables, Power Query)
  - **Database Management:** Google BigQuery, SQL Server
  - **Business Intelligence:** Sales Performance, Trend Analysis, Operational Efficiency
  - **Industry Knowledge:** Hospitality Operations, Inventory Management, Workforce Optimization
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## Professional Experience

### Operational Analyst | CW's Gin Joint | Tampa, FL

 2017 – Present

- **Data-Driven Inventory Management:** Analyzed sales trends and historical data to optimize ordering processes, reducing food waste and maintaining ideal stock levels.
- **Performance & Workflow Optimization:** Evaluated kitchen operations through data tracking on prep times, staff efficiency, and order fulfillment, implementing process improvements that enhanced service speed and reduced errors.
- **Staffing & Scheduling Efficiency:** Created **data-backed** employee schedules based on peak business hours and sales projections to maximize labor efficiency while reducing overtime costs.

- **Revenue & Sales Analysis:** Conducted **menu performance tracking**, identifying top-selling and underperforming dishes, leading to strategic adjustments in offerings and pricing.
  - **Cross-Department Communication:** Led pre-shift briefings and provided **data insights** on menu adjustments, customer preferences, and operational forecasts to align front and back-of-house teams.
  - **Financial Oversight:** Managed large-party sales data, gratuity tracking, and comped-item reporting to maintain revenue accuracy and profitability.
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## Projects & Data Analytics Work

### Restaurant Sales & Tips Analysis (*SQL, Tableau*)

- Developed **SQL queries** to analyze **restaurant revenue, tipping behaviors, and seasonal trends** using Google BigQuery.
- Built **interactive dashboards in Tableau** to track **sales performance, tip distribution, and operational trends**.
- Identified **high-impact insights** on tipping percentages, peak revenue periods, and tip-out fairness, leading to better resource allocation.

### Capstone Project: Cyclistic Bike-Share Analysis (*R, RStudio*)

- Analyzed ride-sharing data using **R (ggplot2, dplyr)** to uncover customer behavior patterns and seasonal trends.
  - Built **data-driven recommendations** for targeted marketing strategies to boost membership retention.
  - Created **visualizations showcasing peak usage times and customer segmentation**, helping refine business strategy.
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## Education & Certifications

**Google Data Analytics Professional Certificate** (Completed February 2025)  
**SQL for Data Science | Coursera** (2024)