KAREN WAGGONER - DATA ANALYST

Villa Rica, GA • (404)-654-7975 • karen.g.waggoner@gmail.com • **LinkedIn** • **Portfolio**

Accuracy-driven data analyst with a foundation in data cleansing, manipulation, and visualization. Skilled in collaborating and communicating cross-culturally. Proficient in spreadsheets, SQL, and Tableau. Committed to continuous learning and embracing new challenges.

EXPERIENCE

Volunteer Case Sampling Analyst, Disaster Finance
May 2023 – Present
American Red Cross NHQ
Remote

- Ensuring compliance with financial assistance cases by examining and verifying the eligibility of clients, confirming services are equitable, and reporting non-compliant cases using Excel, SharePoint, and Salesforce
- Sampled cases from 5 disasters totaling $27M in disbursed funds with great attention to detail
- Communicated summary reports with stakeholders via email

Lead Instructor and Administrator, K-5th
September 2016 – August 2022
Home Education
Villa Rica, GA

- Researched and customized curriculum, managed workflows, monitored progress, and provided accommodations, resulting in a 100% student success rate

English Language Teacher
August 2017 – October 2021
Independent Contractor
Remote

- Drove a 400% increase in clientele over a 4-year span by adding a full range of class offerings and cultivating strong client relationships
- Earned a perfect average review rating of 5.0/5.0 by providing exceptional customer service
- Assessed performance, identified areas for improvement, and communicated feedback to 1.8K clients

EDUCATION

Data Analytics Bootcamp
Online
Data Career Jumpstart

Bachelors of Mathematics, Minor in Business Administration
Carrollton, GA
University of West Georgia

SKILLS & PROJECTS

Skills: Excel, Google Sheets, SQL, Tableau, Salesforce, SharePoint, Teams, Data Analysis, Data Cleansing, Data Manipulation, Data Visualization

Google Sheets Project: Cleansed & analyzed 2.1K customers across 6 marketing campaigns.
Tableau Project: Created a dashboard to deliver insights about student success for 1.8K schools.
SQL Project: Built queries for insights into customer patterns, spending, and favorites for better CX.
SQL Project: Data mined 1.2M World Bank transactions for a pre-post COVID analysis.