Professional Data Analyst/Full Stack Dev

Kyle Reep

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WORK EXPERIENCE

Texas Workforce Management - Maximus   Tucson, AZ
Senior Workforce Management Specialist   2023 – Present
- Used data-driven decision making by rigorously recording and organizing information related to scheduling, hiring, and termed agents into spreadsheets. Increased accuracy by 48% on average.
- Analyzed advanced datasets to identify specific requirements for scheduling and skilling tasks like organizing training classes for new hires, pulling ad hoc reports, and compiling KPIs for call traffic broadcast predictions. Met 86% of KPIs consistently
- Implemented addons and AI based workflows to enhance the productivity and efficiency of work for the team by 84.5%.

Arizona Unemployment Insurance Program/ AZDES - Maximus   Tucson, AZ
Information Technology Specialist   2022 – 2023
- Utilized both active and archived datasets to craft interactive dashboards, providing key stakeholders with up to date insights
- Used technical skills to implement data driven decisions, resulting in a remarkable 12.6% increase in live recorded ADH.
- Presented the live dashboard to the contract manager, showcasing critical performance metrics. This presentation not only demonstrated a forward-thinking approach to data analysis but also enabled the identification and elimination of inefficiencies, ultimately improving overall company performance by 16.8%.

BABCO INTERNATIONAL   Tucson, AZ
Data Entry Specialist   2022
- Applied expertise in analyzing historical and current databases to set optimal prices for military goods and services.
- Demonstrated advanced technical skills, particularly in Excel, by consistently completing and presenting assignments in less than 50% of the allocated time.
- Introduced new data tools and techniques to streamline the Data analysis and entry process, increasing accuracy and efficiency by over 120%

EDUCATION

Coursera University   Remote
Bachelors in Computer Science & Information Technology   Mar 2022
Relevant Skills Learned: SQL, R Programming, Tableau, Excel, Google sheets, Python.

CAREER PROJECTS

Global Covid Data Live Dashboard   Jan 2024
- Compiled a live dashboard from the CDC Covid dataset. Filtered and analyzed about 13 GB of data in a single session.
- Dashboard was ready for manager presentation 26.4% faster than other analysts had previously completed.
- Created the entire GitHub project using only PowerBI and SSMS. Click here to view the 3 part project.

Maximus 90 Day Ticketing Tracker
- Compiled dashboard that reads both live and archived data to track ticketing traffic per user and offer important insights into work avoidance and underlying critical systems issues. Of the 5 systems monitored, 3 had major underlying issues.
- Increased live ADH scores by 12.6% while decreasing work avoidance by 17% after first month of implementation
- Due to project closure, the dashboard is no longer available. A screenshot of the finished product can be found here.

ADDITIONAL

Skills: 5 years in Python, Excel, Office365, Outlook, Word, Google Sheets, Java, and JavaScript. 3 years in Tableau, SSMS, SQL, NoSQL, PowerBI, GitHub, Git, R, HTML5, CSS, and Customer Service. 2 years in Information Technology Engineering/Coordination. 1 Year in AI training/Development.
Languages: English (Native), Spanish (Intermediate), Italian (Intermediate)
Certifications & Training: Google Data Analytics Certification, AZ CTE Software Development (Java & JavaScript)
References: Mark Hinkle; Maximus Supervisor - +1(931)200-4590 | Tammy Lewis; Maximus Supervisor - +1(903)288-7547