

# Bethany Dillingham

## Data Analyst

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### **Bio**

As someone who thrives in an environment that is constantly changing and always providing new challenges, I felt that Data was a great place to be. Enter NSS where I have had the opportunity to work with real projects and clients, allowing for practical application of the skills I have acquired. The transition from working solo to having a great team to learn and grow with in this remote environment has me excited for the collaborative nature of working in data analysis.

### **DATA ANALYSIS EXPERIENCE**

#### **Data Analyst at Nashville Software School**

Working on in-depth, real-world analysis projects using Excel, Sql, Python, Tableau and Power Bi to analyze and visualize findings.

### **Projects**

<https://github.com/bdilla/low-income-and-elderly-excelbdilla>

- Using Excel to analyze low-income and elderly tax data, our team was able to communicate through visualizations which areas and demographics needed the most assistance in tax preparation and financial management as well as other areas of improvement; such as accessible education resources to help reduce issues resulting in high-levels of low-income populations in specific demographics.

### **WORK EXPERIENCE**

#### **Activations Associate at WanderJaunt | March 2020 – April 2020**

- Coordinated with Design team on plans for new properties using AutoCAD to create blueprints of possible layouts
- Acquired and managed inventory for each property at company warehouse
- Executed build out and setup of new properties for activation
- Assisted housekeeping and customer teams with issues at active properties

#### **General Manager at Wilburn Street Tavern | March 2017–October 2019**

- Performed monthly reporting on cost-analysis to ensure profitability in first year
- Conducted detailed inventory reporting and analysis using spreadsheets on weekly and monthly basis
- Oversaw all day-to-day operations such as cash management, supplies, staffing and facility maintenance
- Negotiated terms and cost for all special events and facility buyouts
- Acted as HR for scheduling, hiring, training, and payroll

### **EDUCATION**

**Nashville Software School |**  
Data Analytics  
July 2020 - current

**Institute for Integrative Nutrition |**  
Holistic Health Coaching  
Graduated: December 2015

**Belmont University |**  
Nashville, TN  
Bachelor of Science in  
Entertainment Business  
Graduated: December 2008

### **TECHNICAL SKILLS**

- Excel
- Power Point
- Word
- Access
- SQL
- Python
- Tableau
- Power BI
- Slack
- Zendesk
- JIRA
- Salesforce
- Adobe Creative
- Sage Accounting
- NetSuite ERP
- Squarespace

**Merchant Support Specialist/Courier** at Postmates | October 2015 – December 2016

- Worked cross-functionally with Fraud, CS and Social teams on identifying and resolving real-time issues
- Troubleshoot live technical issues with merchants and helped maintain and create new business relationships by successfully de-escalating in real-time
- Investigated and analyzed ongoing order issues with specific accounts and/or equipment and reported findings to appropriate teams through JIRA or Zendesk tickets
- Assist in onboarding process by walking clients through account and tablet setup

**Owner & Certified Holistic Health Coach** at B Simple Health & Wellness | January 2015 – January 2017

- Created a unique program for coaching young professionals in nutrition, fitness, and lifestyle choices
- Developed and marketed brand, website, workshops, expos, and cooking classes
- Successfully coached clients on implementing personal health and nutrition goals

**Production Assistant and Copyright Administrator** at United Record Pressing | November 2011 – May 2014

- Managed supply chain for hundreds of individual projects
- Maintained cross-functional workflow between all departments to ensure timely production of all projects
- Delivered weekly status reports on all projects to partnered labels through detailed spreadsheets
- Oversaw day-to-day functions, staffing and training of copyright department and intern program
- Proven success organizing and supervising teams on high-level RSD projects including the Liquid Filled Record, Blood Filled Record, and Triple-Decker record
- Assisted in digital transformation and ERP implementation project by serving as liaison between developers and CRM's

**Event Coordinator and Retail Manager** at Climb Nashville | March 2007 – May 2011

- Worked with management team on brand development and website maintenance
- Supervised graphic design for marketing materials and retail
- Managed retail shop by handling buying, merchandising and training staff on new items
- Onboarded new accounts and managed collections on EFT accounts
- Scheduled, coordinated and managed staff for special events and buyouts
- Developed training and safety manuals for special event staff

**PROFESSIONAL SKILLS**

- Customer Service
- Troubleshooting
- Technical Support
- Brand Development
- Business Management
- Problem Solving
- Analytic, Strategic and Creative Thinking
- Event Management
- Communication
- Teamwork
- High-level Multi-tasking
- Flexibility