KRISTIAN GARRETT

DATA ANALYST

PROFESSIONAL SUMMARY

Data-oreiented customer facing specialist. I have worked in the Startup World for 5 years and after training at the Nashville Software School I am looking to be a Data Analyst full time.

SPECIALIZATIONS

SQL
EXCEL (advanced)
PYTHON
TICKETING SYSTMS
- Zendesk, Salesforce, Freshdesk
NETSUITE

CONTACT DETAILS

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Linkedin: https://www.linkedin.com/in/kristiangarrett

EDUCATION

NASHVILLE SOFTWARE SCHOOL
Data Analytics Bootcamp | JAN 2020 - PRESENT

TRIBECA FLASHPOINT ACADEMY
Associates of Science | Class of '15

EMPLOYMENT HISTORY

APPRENTICE DATA ANALYST

Nashville Software SChool, Jan 2020 - Present

Worked with data from companies to find actionable results while learning advanced data analysis methods using SQL, Python, and advanced Excel mechanics.
- Worked with YELP data for the city of Charlotte to find information about the cities businesses. We wanted to find the rate of business that were shutting down.
- Analyzed Marathon Data to find the fastest times
- Used Nashville Cemetery Data to find causes of death and anomalies to determine reasons for the plot of land to be organized
- Worked directly with Healthcare Bluebook to determine if Hospitals and ASC's were paid for the same procedure

CLIENT OPERATIONS COORDINATOR

EARGO, Feb 2018 - Dec 2019

Worked on a small team that made up the entire logistics operations center
- Made sure the shipping of all products on the supply chain were successful by working with dev teams to create checkpoints and reasons to throw up red flags
- Analyzed shipping options to find the cheapest and fastest way to ship replacements and recently purchased products by using Excel
- Worked with Engineering teams and Customer Service MGMT teams to find solutions for the Customer Service team workflow. This meant optimizing Salesforce and changing the UI so the Customer Service reps could have less clicks per resolution
- Helped develop SOP for customer service and sales teams to streamline the process from SALE -> DELIVERY by hosting meetings and offering new ideas

SENIOR MERCHANT SUPPORT SPECIALIST

Postmates, Aug 2016 - Oct 2017

Small team that worked with every single US business partner
- Received and responded to requests from B2B partners
- Helped relay Partner concerns by finding ways to streamline the app which was relayed to the dev team
- Used Zendesk reporting to help give businesses their sales data for their use of the Postmates app

EXECUTIVE COMMUNITY RELATIONS SPECIALIST

Uber, July 2015 - Aug 2016

Small team, worked directly with the CEO and board of directors
- Highest level of customer service, usually involving resolutions for Public Relations
- Used SQL to search through rides to find trends and help develop Standards of Procedure that would be adopted company-wide