

# Michael Zarzana

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## Professional Summary

Current Data Analytics student seeking an analytical position utilizing Power BI, Excel, Tableau and Python. I am presently looking for a career in data analytics that provides me with an evolving atmosphere where I can implement my creative and strategic skills in a team-based environment while continuously furthering my knowledge.

## Technical Skills

- Excel (Pivot Tables, VLOOKUP, IF/IFS, etc.)
- SQL (Subqueries, Left join, Full join, etc.)
- Power BI
- Tableau
- Python

## Data Analytics Experience

### Nashville Software School – Data Analytics

Nashville, TN

Expected Graduation: January 2021

Four-month full-time intensive course on data analytics and business intelligence processes and tools. Highly focused on data analytical reasoning through hands-on training in every stage of the analytics workflow. Learning included but was not limited to, building reports, creating dashboards, communicating findings through presentations, storytelling, and extensive research. Below are two brief examples of how I have utilized my skills to date in a classroom setting.

- The Nashville City Cemetery Association asked me to explore a real-life dataset on burials in Nashville to create charts that can be used in marketing materials. To complete this project, I began by cleaning the data to ensure accuracy, I then closely analyzed the data to draw conclusions, create a presentation, and present my findings. To successfully complete this project I primarily used Excel, utilizing VLOOKUP, IF and IFS functions.
- Using my creative skills- I was able to do research and find a dataset on Traffic Accidents in the Metro Nashville area. I primarily homed in on the data related to 'Hit and Runs' to complete this assignment in Power BI. I was able to create a very interactive dashboard based on zip codes that allowed my audience to truly see all factors. This included: a real time map, weather conditions at the time of incident, type of collision, and total hit and runs by year.

## Work Experience

### Transportation Security Officer, Department of Homeland Security

Nashville, TN

May 2019 – September 2020

TSOs are the nation's first line of defense against threats to air traffic. Working in conjunction with other federal law enforcement partners, including Federal Air Marshals, the officers help keep potentially dangerous people and items off airplanes.

- Created and distributed schedules to a team of 8+ employees to ensure consistent workflow.
- Maintained strong customer service and clear communication while conducting all screenings to establish a secure and relaxed environment.
- Executed security rules and safety procedures and escorted non-compliant individuals out of the building to guarantee a safe atmosphere.
- Verified documents for integrity to prevent fraudulent travel to ensure a protected aircraft and airport.

## **Security Guard/Driver, Dunbar Armored**

Nashville, TN

October 2018 - May 2019

The backbone of modern finance, transporting high-value goods to banks and businesses with a significant level of responsibility. Working in a performance-oriented environment and take ownership of vital work that protects cash liabilities and helps businesses run.

- Dispatched personnel to ensure successful transactions.
- Always remained alert and prepared, not only protected the crew or premises against attack, but also proactively analyzed the situation.
- Reconciled customer deposits and receipts of all valuables handled during daily business to ensure integrity.

## **Expeditor/Server/Bartender, Pace's Dockside Restaurant**

Mattituck, NY

August 2011 - October 2018

5-star upscale steakhouse that continuously provided a one-of-a-kind experience and next level service to all customers.

- Led a team of 10+ employees to ensure smooth business operations.
- Communicated with all team members promptly to ensure all orders were correct and all customers were satisfied.
- Addressed and resolved customer complaints empathetically and professionally.
- Defused volatile customer situations calmly and courteously.
- Prepared and organized high volumes of orders for all chefs and wait staff.

## **Education**

### **NASHVILLE SOFTWARE SCHOOL**

Data Analyst

Expected Graduation- January 2021

### **UNIVERSITY AT ALBANY**

Bachelor of Arts: Sociology & Criminal Justice- Graduated Magna Cum Laude

January 2015 – May 2018