KATIE SYLVESTER

DATA ANALYST
PROJECT MANAGER

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PROFILE

As a proven leader with a background in project management, my career has been steeped in data management. I enjoy creative problem-solving within the structure of data. I am adept at transforming data into actionable insights, streamlining processes, and building collaborative relationships with cross divisional stakeholders.

SKILLS

- SQL
  - PostgreSQL
  - MySQL
- Python
  - pandas
  - matplotlib
  - Jupyter Notebooks
- Excel
  - Pivot Tables / Power Pivot
  - Index + Match
  - VLOOKUP / XLOOKUP
  - Data Visualization
- PowerBI
- Tableau
- Github/Gitbash
- Project Management
- Creative Problem Solving
- Executive/Client Presentations

EDUCATION

NASHVILLE SOFTWARE SCHOOL
DATA ANALYTICS BOOTCAMP
APRIL 2021

MIDDLE TENNESSEE STATE UNIVERSITY
MASTER OF BUSINESS ADMINISTRATION, ECONOMICS

EXPERIENCE

NASHVILLE SOFTWARE SCHOOL | 2021
DATA ANALYTICS APPRENTICE
- Completed immersive full-time program with an intensive curriculum utilizing real-world, raw datasets.
- Developed analytical techniques to solve business problems in merging disparate datasets to create data synergy, facilitate data analysis, and develop actionable insights.

NOTABLE PROJECTS
- **SQL, PowerBI** - Poems by Kids - Analyzed emotion content and intensity through a large dataset of kids poetry. Developed a dashboard to visualize observations and findings.
- **SQL** - App-Trader Project - Analyzed app store data from unrelated tables to determine top 10 most profitable apps.
- **Excel, PowerBI** - Coronavirus Analysis and Dashboard - Gathered raw data sets from the State of Tennessee and the federal Department of Health and Human Services to analyze Coronavirus metrics for each TN county across three dimensions - current active cases; hospitalization utilization, a lagging indicator; vaccination rates, a leading indicator. Data as of 2/24/2021
- **Tableau** - The Met Museum Object Finder - Developed an interactive dashboard to find the location of objects and plan your visit to The Met Museum in NYC.

COUNTRY MUSIC ASSOCIATION | 2008 - 2020
FREELANCE PROJECT MANAGER
- UX/UI designer, project manager and QA on custom software development. Managed process with external development partners and internal stakeholders from initial planning stages through implementation and user training, managing priorities to develop a world class project within budget constraints.
- Provided technical expertise and support to cross departmental teams on multiple software platforms including development of best practices, use cases for training and delivered highly customized solutions for each department/user.
- Managed event logistics for CMA Fest programming at the Music City Center including production logistics for 100+ exhibitors and 500+ Artists each day; management of escalated customer service issues for the 70,000+ fans in attendance; management of 150+ event staff.

BRIDGESTONE ARENA | 2000 - 2007
DIRECTOR OF EVENT SERVICES | 2005 - 2007
- Directed all areas of events including production logistics, budget management, venue setup and direction of all event staffing levels
- Managed team of 3 full-time event coordinators and oversaw management of multiple tenant and third party contractor staffing groups.

DIRECTOR OF TICKETING | 2002 - 2005
ASSISTANT DIRECTOR OF TICKETING | 2000 - 2002
- Managed entire life cycle of ticketing process for all concerts, family shows, and sports events including show profitability analysis.
- Led the day-to-day box office operations with over $20 million yearly revenue, managing a staff of 12 full-time and over 60 part-time team members. Identified productivity improvements to decrease staffing costs and improve staff training.
- Consolidated ticketing and data software systems to increase efficiencies for data stakeholders upstream.