Andrea Anderson Doyle

Data Analyst

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ABOUT ME

Experienced operations and project management professional who thrived in a fast-paced startup environment transitioning to data analytics. Analytical thinker and creative problem solver who pivoted her career in 2018 and again in 2021.

SKILLS

- SQL
- Excel
- Power BI
- Tableau
- Python for Data Analysis

- Google Suite
- Salesforce
- JIRA
- Project Management
- Process Development
- Customer Service

DATA ANALYTICS EXPERIENCE

DATA ANALYTICS APPRENTICE | NASHVILLE SOFTWARE SCHOOL | AUG 2021 - PRESENT

The Data Analytics Bootcamp is an intensive, full-time program designed to prepare highly motivated adult learners for careers in analytics and business intelligence, including jobs such as data analyst, business analyst, research analyst, and marketing analyst. Students learn how to apply statistical reasoning through hands-on training in the most widely-used tools, including Excel, Python, SQL, Tableau, and Power BI. Using real data from local companies in a variety of problem domains, such as healthcare, financial services, digital marketing, supply chain, and retail, students will gain practical experience in all stages of the analytics workflow. You will also learn to present your findings via presentations and storytelling, building reports, and creating dashboards.

PROJECTS

- Lahman Baseball (SQL): Class team project requiring use of an ERD to assist with linking multiple data sheets to find answers to many baseball related statistics. Lahman Baseball Project
- Nashville Tornado/Derecho Project (Python): Project exploring data in Python and providing analysis/reporting utilizing geospatial and other data. Nashville Tornado/Derecho Project

PROFESSIONAL EXPERIENCE

Menu Operations Coordinator

Postmates (acquired by Uber 12/2020) / Nashville, TN / April 2019-June 2021

Responsible for project managing incoming menu updates & new partner
onboarding, creating, and auditing menus affecting thousands of locations

- Supported the operational transfer of data, processes, & best practices for Menu Ops from Postmates to the Uber Eats platform.
- Worked cross-functionally with Account Management to manage 13 of the top 150 strategic enterprise brands.
- Organized and distributed instructions & data to our BPO, adhering to SLA's, reviewing & ensuring quality assurance for the completed work.
- Assisted with rewriting the Menu Creation Style Guide used by team member and third-party contractors.

Proactive Live Order Support

Postmates / Nashville, TN / August 2018-April 2019

Contact couriers, customers, & merchants as needed when alerted to potential issues by algorithm & provide troubleshooting or customer service-oriented solutions.

- Founding member of team.
- Provided technical support for courier app, assistance with direction/connection issues to save deliveries where possible.

- Assisted with projects during the holidays to monitor for possible courier theft of high value orders.

Merchant Support Specialist

Postmates / Nashville, TN / March 2018–August 2018

Took incoming calls from merchants to assist with payment & order issues, technical support, partner education on platform use & managing their menus.

- Consistently met SLA metrics.
- Selected for special projects team when delivery was piloted by Walmart. After successful pilot this team became the new VIP Merchant Support team.
- Cross-trained in assisting other support teams for Customer & Fleet.

Technical Support Representative

Sykes Enterprises / Tullahoma, TN (Remote) / June 2017-March 2018

Took incoming calls for Sykes client technical support.

- Provide technical support for multiple educational web based learning platforms & programs.

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EDUCATION and CERTIFICATIONS (Add Certification to this title if applicable)

- Data Analytics or Science Bootcamp Certification | Nashville Software School | 1/2022
- Associates in Occupational Science | Le Cordon Bleu College of Culinary Arts of Atlanta | 12/2005