Ella Fayer – Data Analyst

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Results-oriented data analyst with efficiency expertise and proficient skills in process creation & improvement, and project management, excelling also in communications. Cross-functional dynamic operations guru - turned data analyst, hungry to creatively solve problems in unique ways.

SKILLS

·Time Management	·Problem Solving	·Communication	·Creativity
·Leadership	·Cross-functional dynamics	·Process Improvement	·Project Management

DATA ANALYTICS EXPERIENCE

Nashville Software School   September 2021 – Present

Data Analyst Apprentice

Four-month intensive program in data analytics and business intelligence. Emphasis on analytical reasoning through hands-on training in every stage of the analytics workflow. Projects used in real data presented by Nashville employers.

- Experience with Excel, SQL, Python, Tableau, & Power BI
- Git and Github for version control
- Learning included communicating findings through presentations, storytelling, reports, and dashboards
- Focus on teamwork and leadership, allows students to integrate with analytical teams in the future

Lahman Baseball Project

- *Worked in group of 4 to answer set of questions*
- *Responsible for questions regarding which managers won the TSN Manager of the Year award in both the National League and the American League (manager names and teams they managed when they won), and finding all players who hit their career highest number of home runs in 2016 who have played in the league for at least 10 years, and who hit at least one home run in 2016. Did this using **SQL**.*

PROFESSIONAL EXPERIENCE

Forager   August 2020 – September 2021

Quality Assurance Manager

- Executed biweekly audits of company actual volumes in comparison with expected volumes, working closely with finance and sales, to produce the most accurate forecast
- Oversaw daily carrier onboarding and monitoring, working across multiple platforms daily and performi ng monthly audits to ensure quality system standards and continuously improved company's international compliance program for Canada, Mexico, and the US
- Managed company's certifications with SmartWay, ISO 9001:2015, and other compliance programs
- Implemented and maintained process documentation across the organization to ensure quality management system is always up to date, in compliance with ISO 9001:2015
- Deployed project management techniques with new products impacting support operations
- Ensured training of support operations team in collaboration with product team, verifying that the support operations team was aware of and confident in all product features available to them and that the product team was aware of all other support operations needs for features in a future state

Uber Works   January 2020 – May 2020
Operations & Logistics Manager
- Queried data on the worker funnel to target active candidates (using **SQL** and **Google Sheets**) and led onboarding initiatives to increase worker pool, resulting in onboarding 500+ workers onto platform
- Strategized and led multiple innovative initiatives, including social media outreach and utilizing third party partnerships, to fill over 1000 shifts per week which resulted in $5M revenue run rate (400% YoY growth)
- Flexed between ad-hoc projects, advancing initiatives needing assistance, including developing team policies and OKRs as well as making sales and shift fulfillment calls, constantly responding to the start-up nature of the company
- Governed a strong team of three coordinators, contributing to a 9.9% gross margin in April (vs 3.2% target) while expanding, making Uber Works (only 7 months old) Uber's most profitable line of business
- Managed processes (E-Verify, I-9 verification, background checks, etc.) as well as vendor relationships

Uber Freight   October 2018 – January 2020
Team Lead
- Developed and implemented a brand-new QA process, allowing for more regular and diligent assessing of trackers' work as a major piece of their scorecard in the transition to the FS-Ladder
- Fostered transparency, efficiency, and consistency by contributing to different projects such as creating internal SOPs, creating more digestible documents to share with other departments, and editing SOPs written by others
- Cultivated and coached 10-14 team members by providing feedback, including coaching in weekly 1 on 1s, regularly QAing their work, and reviewing weekly metrics, as well as discussing improvement
- Trained classes of trackers at Toronto BPO site with limited tools to develop a comprehensive training experience
- Developed solutions to limitations of a BPO site and acted as main point of contact for all feedback provided to BPO

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EDUCATION

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Nashville Software School
Data Analytics Bootcamp   September 2021-Present

University of Southern California
Master of Arts in Teaching Mathematics, Summa Cum Laude   June 2016
Bachelor of Arts in Sociology, Cum Laude   May 2014