

Oliver D. Jackson

Data Analyst

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[Oliver Jackson | LinkedIn](#)

[Oliver Jackson | Github](#)

ABOUT ME

Most of my previous work experience was customer facing support and service, mostly in the banking sector, with phone calls and email correspondence. While still having a focus on client support and satisfaction, I wanted to make a move to a “behind the scenes” role, and I am eager to take on new challenges.

EXPERIENCE

Nashville Software School

Data Analyst Apprentice

July 2021 - Present

- Intensive part-time bootcamp focusing on data analytics fundamentals and problem solving. Used real-world datasets and included projects where findings were presented to stakeholders from the community.
- Analyzed data using Microsoft Excel, including utilizing pivot tables and lookups, and connected to external data sources using the PowerPivot add-on
- Built and deployed dashboards using Tableau and PowerBI
- Wrangled data and performed exploratory data analysis using Python’s *pandas* library
- Created data visualizations using *matplotlib* and *seaborn*
- Gathered data through APIs and web scraping
- Performed geospatial analysis using *geopandas* and *folium*
- Retrieved and analyzed data using PostgreSQL and *sqlalchemy*
- Source code version control with Git/GitHub
- Project management/tracking with GitHub project boards and issue tracking

PROJECT PORTFOLIO

- [Top 500 Monthly Searches on Nashville Hub Website](#) – Using Excel to find, calculate and categorize data
- [Nashville City Cemetery Marketing Presentation](#) – Excel project creating marketing materials and clean data set
- [Data Analyst Jobs research](#) – Using PostgreSQL, researching a data set to answer specific questions about open positions

BNY Mellon/Pershing LLC

Nashville, TN

- *Service Desk/Onsite Support/Advanced Technician* 2013 – 2021
- Utilize troubleshooting skills along with standard operating procedures to solve user technical issues such as computer lockouts, mobile apps and software support
- Diagnose, prioritize, and escalate user issues as necessary
- Follow and utilize banking privacy regulations as needed
- Using data repositories to gather and analyze support personnel productivity metrics
- Previous acting supervisor during team transition to new department; including writing SOPs, training new team members and providing guidance to analysts

Metropolitan Government of Nashville & Davidson Co.

Nashville, TN

IT Analyst I

2017-2018

- Manage user accounts in Active Directory and Group Policy Management across several domains
- Verifying submitted access request forms were properly filled out and sending back bad forms for correction
- Responsible for monitoring data center operations, such as checking temperatures and load balances
- Prioritize issues, including escalating to proper departments and managers when critical services fail

Comcast

Nashville, TN

In-Bound Sales and Support

2012-2013

- In-bound sales for Big-South (Southeast US) region of service
- Verifying client information and appointments for new or returning customers
- Customer support for existing customers, including troubleshooting and escalation of issues

EDUCATION

Nashville Software School

Nashville, TN

Data Analytics Apprentice

2021-2022

Murray State University

Murray, KY

Courses in History and Theatre

2009-2011