

Parker A. Hanna

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Summary

Adaptive and analytical, with a variety of previous work experiences, seeking to transition into the data analytics field. Detail-oriented in both analysis and language, with an eye for readable code as well as attractive visualizations and dashboarding, and equipped with a probing mind for asking and exploring interesting and unique questions.

Work Experience

01/2022 - Present Data Analyst Apprentice

Nashville Software School, Nashville, TN

- Completed an intensive and full-time program utilizing a variety of tools such as Excel, SQL, Python, Tableau for the purposes of uncovering valuable insights in datasets, portraying data through visualizations with an emphasis on aesthetics, and distillation and presentation of insights for a variety of audience types
- Cleaned and prepared large data sets for further analysis using SQL, Python, and web scraping with interfaces such as pgAdmin and Jupyter Notebook
- Participated in and led group projects with an emphasis on time management and exploring the aptitudes of teammates and assigning roles accordingly, utilizing Kanban boards and standard project management methodologies, i.e. team stand-ups, team retros, etc.
- Engaged in exploratory data analysis and presentation of data sets provided by regional partner organizations to address real-world questions and ambiguities for business needs

Projects:

- DDID - Utilized Python and Excel to clean, filter and analyze data for the Department of Intellectual & Developmental Disabilities federal reporting requirements
- Super Bowl Commercial Analysis - Created a PowerBi dashboard to visualize trends and changes in Super Commercial subjects and genres over time
- UFO 2016 Sightings Analysis – Utilized Excel and SQL to clean and analyze data for Unidentified Flying Objects in 2016 and created an interactive and fun-themed Tableau dashboard to visualize the data (<https://tabsoft.co/37VQ736>)

12/2018 - 01/2022 Associate, Customer Experience

Lyft, Inc., Nashville, TN

- Investigated, troubleshooted, and resolved issues customers encounter interacting with a multifaceted product, utilizing a customer-facing tone that emphasizes clarity and empathy
- Identified bugs and issues and communicated with various teams across the company to address gaps in the product platform and associate resource toolkit
- Assisting with trend tracking and data collection to reveal gaps and pain points within the customer engagement team
- Providing coaching and guidance for lower-tiered associates engaging in customer support for a constantly evolving product
- Use of various tools - i.e. Jira, Zendesk, Mode, Google Suite - to facilitate work and deliver organized outcomes
- Adapting to unpredictable business needs as required, i.e. tracking trends, facilitating team engagement, triage of support requests, etc.

08/2017 – 03/2018 Interim Director, Benefits Counseling Department

03/2017 – 08/2017 Benefits Counselor

Kentucky Legal Aid, Bowling Green, KY

- Assisted low-income individuals in applying for, retaining, and resolving conflicts with government assistance programs – including Medicaid, Medicare, Social Security Disability, Supplement Nutrition Assistance Program (food stamps) – at a non-profit legal office serving 32 counties
- Prepared and executed legal documents including Living Wills, Powers of Attorney, Qualified Income Trust
- Coordinated and supervised activities of an assistant, interns, and volunteers spread throughout 10 counties
- Conducted informational seminars and legal service clinics for community partners and the public
- Ensured achievement of goals required by community, state, and federal funders and grants
- Submitted regular billings and progress reports to funding agencies
- Organized media outreach campaigns throughout service area and participated in various community networking groups and events on behalf of the agency
- Acted as a point-of-intake to investigate and justify merit of client issues for further legal representation
- Awards received: Outstanding Service Award, SHIP (State Health Insurance Assistance Program) 2017; Superior Outcomes Award in Healthcare, Kentucky Legal Aid 2017.

06/2011 – 09/2015 Litigation Assistant

Crocker Law Firm, Bowling Green, KY

- Drafted correspondence and legal documentation with a focus on format
- Fulfilled standard administrative duties, such as digital and physical filing of materials, settlement package preparation, mail sorting, data entry, medical record summarizing, operation of office technology

Education

Nashville Software School, Nashville, TN

- Certificate of Completion; Data Analytics

Western Kentucky University Honors College, Bowling Green, KY

- Bachelor of Arts, *Cum Laude*; Double Major in Philosophy and Popular Culture Studies; Minor in Music Performance