

Demetria Khamken

Data Analyst + Project Manager

CONTACT

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🔗 <https://github.com/dkhamken>

📍 Nashville, TN

📍 Remote

PROFILE

I am a motivated and creative problem-solver capable of strategic planning, prioritization, and executing complex projects with proficiency. Highly adaptable and flexible, skilled at learning new things quickly and managing ambiguity. An impactful team player, leader, and individual contributor.

SKILLS

- Data Analysis
- SQL
- Tableau
- PowerBI
- Python
- Project Management
- Change Management
- Risk Management

DATA EXPERIENCE

DATA ANALYST APPRENTICESHIP | MAY 2022 - PRESENT

Nashville Software School, Nashville, TN

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

DATA PROJECTS

- **SQL** - [Lahman Baseball Project](#). Performed an exploratory data analysis of the Lahman baseball database - an open source collection of baseball statistics. Techniques used: queries, joining tables, common table expressions, window functions.
- **Python** - [Tennessee Early Intervention System \(TEIS\) Partner Project](#). TEIS is a program that provides services to children ages birth up to age three who have disabilities or other developmental delays. Performed an exploratory data analysis and searched for any patterns using TEIS referral data from 2016 to present. Techniques used: imported python packages (*pandas*, *NumPy*, *matplotlib.pyplot*, *seaborn*, *pickle*), read in data, converted data types, dropped/renamed columns, merged tables, used query/mask function to subset data, identified statistical dimensions, created bar plots.
- **PowerBI** - [Olympics Analysis Dashboard](#). Created an interactive dashboard to analyze data by country from the 2014 Winter Olympics and the 2016 Summer Olympics.

EDUCATION

INFORMATION TECHNOLOGY - DATA ANALYTICS

*Expected Graduation Date -
Aug 2022
Nashville Software School,
Nashville, TN*

BACHELOR OF HEALTH AND HUMAN SCIENCES

*Nutritional Science 2015
University of Tennessee,
Knoxville, TN*

- 3.8 GPA
- Magna Cum Laude
- Pre-Medicine concentration

EXPERIENCE

CHANGE OWNER / PROJECT MANAGER | FEB 2021 - PRESENT

Asurion- Nashville, TN

- Implementing solutions, organizing broad efforts, problem solving, building capabilities, and consulting within Customer Solutions Change Management. Understanding the big picture, proactively identifying changes, driven by data, leading and influencing the change from conception to completion.
- Communicating cross functionally to ensure all process improvements or new tool implementations that affect Front Line Experts are properly executed, trained, coached, and communicated.
- Organizing the piloting of new machine learning technology for coaches and experts that recognizes and emphasizes the key behaviors to boost sales.
- Launched new sales products and channels for domestic and international experts by curating learnings, executing training, implementing new softwares/processes, created data analytics reporting dashboards for leadership

TECHNOLOGY PROJECT MANAGER | AUG 2016 - AUG 2020

SmileDirectClub - Nashville, TN

- Spearheaded human resource management technology projects for implementing a new Core system to satisfy applicant tracking (ATS), learning management (LMS), talent management (TMS), data analytics, finance, and other requirements.
- Performed root cause analysis, solutioning, and testing on the Boil & Bites manufacturing project, which led to a 3% rise in customer impression acceptance rate.
- Adopted fleet management software to ensure proactive maintenance of *SmileBus* vehicles, significantly decreasing associated costs.
- Created and applied IT strategies designed to match aggressive corporate growth plans