

KELLY HARTHAN

DATA ANALYST

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ABOUT ME:

My background is primarily in client management, business operations and customer support services. I recently decided to invest in an intensive data analytics school as I have seen the transformative impact that having analytical insights can have on businesses and programs of all sizes. I have experience managing asset/ file collection and timelines with clients, billing inquiries, and updates to internal software systems. I have worked with remote teams and clients as well as internal counterparts, and have a knack for developing organizational tactics such as standardized processes and workflows. I have over ten years of experience working in customer/ client facing roles.

SKILLS

- Microsoft Suite, Excel, Power Point, Word, Power Pivot/Pivot Tables (Relational DataBases)
- Data Definition Language (DDL) Statements, SQL (*PostgreSQL, MySQL, SQL Serve, .pgAdmin*), GitHub/GitBash/Terminal. Python(*Geospatial environments, Web-scraping*)
- PowerBI, Tableau(*Dashboard creation and presentation*)
- Kanban Boards (*Trello*)
- Agile workflow

TECHNICAL EXPERIENCE

NASHVILLE SOFTWARE SCHOOL: DATA ANALYST APPRENTICE

Using real data from local companies in a variety of problem domains, such as healthcare, financial services, digital marketing, supply chain, and retail, I have gained practical experience in all stages of the analytics workflow. I have expanded my knowledge of platforms used to present findings via presentations and storytelling, building reports, and creating dashboards.

Nashville, TN
May 2022 - Present

SOLO PROJECTS

- Analyzed Nashville City and Parks data isolating the most searched services, year to year comparisons, found average use of specific services and ranked usage of services. (*Excel*)
- Created engaging [marketing materials](#) for a historic Nashville City Cemetery and park. Highlighted historical statistics and communicated data in a meaningful way to help community members understand the importance of preservation of historical sites while making suggestions for promotional events. (*Excel, Canva, Microsoft Word*)
- Reviewed Yelp data revealing trends, averages, YoY growth and other metrics centered around helping businesses understand consumer base and demand. (*Excel/ Power Pivot*)
- Dug into the current job openings in the data analytics field. Reviewed ratings of companies, correlations with openings, job posting length, skills and most difficult to fill. [View Code](#). (*SQL*)
- Created an engaging dashboard for the 2014-2016 Olympic data set empowering the user to customize their search to easily find pertinent country or athlete information. (*Power BI*)
- Created a NHL Team overview dashboard in Tableau highlighting specific stats for the teams who made it into the final series over the past decade. [View](#) in Projects section. (*Tableau*)
- Identified correlations between internet usage, accessibility and country GDP. [View](#). (*Python*)

GROUP PROJECTS

- Conducted extensive analysis of baseball stats beginning in 1864, looking at college teams, professional teams, positions, batting and strikeout averages, groupings by decade, World Series winners and much more. (*SQL*) [Review Code](#).
- Worked closely with a team to analyze population demographics, adjusted gross income and income volatility of elderly and low income populations across states and regions. (*Excel*)

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- Partnered with TEIS to identify areas of internal processes improvement and other inhibitors (such as socioeconomic status) in getting qualifying children help through their programs. Helped create and execute a [PPT deliverable](#) for TEIS.(Python, PPT)

EXPERIENCE

WIT (WHATEVER IT TAKES) COURIER

Nashville, TN

INDEPENDENT CONTRACTOR WITH TENNESSEE ONCOLOGY

August 2020 - Present

- Ensures delivery of medicines, patient records and lab work to on schedule.
- Coordinates/ run STAT delivery requests.
- Safe transport of biohazard materials and HIPAA Compliance training.

IBOTTA

Denver, CO

CLIENT SUCCESS MANAGER, CUSTOMER SUCCESS DEPARTMENT

2020 – June 2020

- Executed \$4.2M in contract revenue in the first quarter of 2020, excelling 138% above quota.
- Managed 200 unique accounts while covering additional supporting roles during pandemic.
- Increased performance metrics by creating/ delivering custom optimization strategies.
- Drove customer value by conducting independent market research tailored to customer needs by closely measuring market share fluctuations, consumer trends, and brand loyalty habits.
- Orchestrated communications with internal stakeholders such as Business Operations, Quality Assurance, Data Analytics, Engineering, Finance and Legal teams.

CLIENT SUCCESS ASSOCIATE, CUSTOMER SUCCESS DEPARTMENT

2018 – Jan 2020

- Promoted to Client Success Manager after 18 months as a Client Success Associate.
- Executed \$12.4M in contract revenue in FY2019, involving 227 contracts and 402 campaigns.
- Managed strong partnerships and campaign content for over 70 large accounts, including Nestle, Wells Enterprises, Post Foods, Tyson, Barilla, Mars, JMS, Heaven Hill, Schwan, and 3M Consistently identified optimizations to align with individual client goals, compiled campaign result data for program retrospectives, and provided actionable insights for future planning.
- Pioneered execution of new subscription business model, collaborating directly with Finance, Legal, Sales, and Business Operations to increase efficiency and improve internal processes.

AGAVE

Denver, CO

TEAM TRAINER, SHIFT LEAD

2016 – 2018

- Led certification training for +15 new employees, conducted system and product training.
- Increased employee productivity, initiated standardized workflows.
- Increased company catering revenue by developing marketing promotions / outreach..

THE IMPLEMENTATION GROUP

Denver, CO

DATA TRANSFER SPECIALIST

2016 – 2017

- Conducted research to support a required legacy record migration to an electronic filing system with strong attention to detail and focus on data integrity.
- Implemented reporting system to uphold validity of updated system to ensure data quality.

UNIVERSITY OF COLORADO HOSPITAL

Denver, CO

ENT CARE TEAM ASSISTANT

2012 – 2015

- Dramatically reduced scheduling errors and increased customer satisfaction by creating a comprehensive scheduling guide for 15 audiologists and 12 surgeons.
- Managed medical records and patient triaging in compliance with HIPAA regulations.
- Utilized detailed research abilities to track healthcare and insurance policy changes and costs.

ADDITIONAL EDUCATION

NASHVILLE SOFTWARE SCHOOL: DATA ANALYST APPRENTICE

August 2022

COLORADO STATE UNIVERSITY: BACHELOR OF ARTS, CULTURAL ANTHROPOLOGY, MINOR IN INTERNATIONAL STUDIES

December 2010

