

# MICHAEL C. NORMAN

## DATA ANALYST

Nashville Area | Remote

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### ABOUT ME

I am a veteran of the US Army, a critical and outside-the-box thinker, and an experienced team leader with real experience analyzing data and communicating recommendations to stakeholders for program development and institutional effectiveness. I thrive as part of a team and in an environment that encourages growth and learning. I am comfortable analyzing data and presenting to C-suite leaders or coordinating projects with other stakeholders. I have worked as part of a regulatory body for the State of Tennessee, managed numerous programs, and piloted community support programs. In these roles, I performed analysis on institutional data that informed decisions and improved program outputs. This exposure sparked my ambition to pursue a career as a Data Analyst and apprentice at Nashville Software School.

### MOST RELEVANT EXPERIENCE

#### May 2022 - Present

##### Data Analytics Apprentice • Nashville Software School

Intensive full-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

#### September 2021 – January 2022

##### Program Manager • Young Leaders Council

- Data analysis in Excel using PivotTables
- Managed day-to-day operations for an 11-week young leaders (25-40) training program
- Scheduled one-on-one mentoring sessions with students
- Maintained over 300 stakeholder partnerships with Nashville-based businesses and nonprofit organizations

### KEY SKILLS

- Data Analysis
- SQL
- Python
- PowerBI
- Tableau
- Excel
- Agile Workflow

### DATA PROJECTS

#### TN DIDD TEIS Referral Analysis

Using Python, and as part of a team, analyzed TN Department of Intellectual and Developmental Disabilities referral data. I cleaned data and used seaborn charts and pandas to present detailed information on referral success for the 9 TN regional offices and made recommendations on how to potentially increase successful referral rates.

#### TN Economic Development Grant Analysis

Used SQL code to extract key data on over 600 million dollars of grant awards and 6 billion in capital investments and utilized PowerBI to present correlations between grant awards and their impact on State Unemployment rates.

#### DEI Program Analysis

Using Excel, I cleaned 5 years of data and conducted an analysis of program applicants to determine cultural, racial, economic, and educational backgrounds for a young leaders training program using Pivot Tables.

- Built new partnerships with financial institutions, banks, and nonprofit organizations.
- Developed interview protocol and designed application processes.

### **August 2019 – September 2021**

#### **Veteran Services (Director) • Trevecca Nazarene University**

- Collected, cleaned, sorted, and analyzed data on student veterans and utilized analysis to inform department decisions on servicing our customer base better
- Created, piloted, and launched Trevecca's first Veteran Services Office in the height of the pandemic
- Conducted doctoral-level studies on the impact of administrative support on student academic success
- Designed and ran a community engagement effort, "At Ease", a hybrid webinar aimed at educating service members as they transition to civilian life. I found expert panelists, coordinated curriculum, and worked with the TN Department of Veteran Services, Wounded Warrior Project, Operation Stand Down Tennessee, and local businesses to provide the training

### **July 2016 – June 2018**

#### **Administrative Assistant • TN Dept. of Commerce**

- Collected monthly reports for all educational facilities in Tennessee under the jurisdiction of the TN Cosmetology and Barber Board
- Overhauled and redesigned the tracking and archiving of state public information for the board and these innovations led to division wide improvements
- SME in regulatory compliance for two TN State Codes
- Strong competency in attention to detail, working with c-suite leadership, coordinating efforts across multiple departments, as well as other state boards, and responsible for the creation of numerous SOPs in training and supporting the customer service team

## **EDUCATION**

### **Data Analytics Bootcamp**

Nashville Software School  
August 2022  
Nashville, TN

### **Master of Public Administration & Nonprofit Management**

Tennessee State University  
December 2018  
Nashville, TN

### **Bachelor of Business Administration**

Trevecca Nazarene University  
May 2015  
Nashville, TN

## **OTHER EXPERIENCE**

### **Recruiter**

Compassus  
July 2018 – March 2019

### **Shift Supervisor**

Starbucks  
April 2011 – June 2016

### **Infantryman**

United States Army  
January 2007 – May 2011

### **YPB Vice President - Volunteer**

Gigi's Playhouse Nashville  
October 2018 – January 2020