

# Bruna Farao

## Data Analyst

Nashville, TN

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<https://github.com/bfarao>

## ABOUT ME

Highly adaptable, resilient, responsible, and open to new ideas with excellent customer service skills. Extraordinarily organized and process driven who loves to provide support to organize and help others. Enthusiastic, knowledge-hungry learner, eager to meet challenges and promptly assimilate new concepts. Flexible team player who thrives in environments requiring ability to effectively prioritize and juggle multiple concurrent tasks. Productive with strong work ethic who successfully completes tasks and able to work effectively in a remote setting.

## EDUCATION —

**Nashville Software School**  
Expected Graduation – Aug 2022  
Data Analytics Certificate

**Arizona State University**  
May 2021  
Master of Arts in Communication

## KEY SKILLS —

- Fluent in Portuguese and English.
- Proficient with Microsoft Office Suite: Outlook, Word, and Excel.
- SharePoint, LCPTracker, SmartSheet, and Aconex.
- Data Analysis, Excel (Spreadsheets, Pivot tables), SQL(Postgres), Python, GitHub, Kanban board.
- Power BI and Tableau for visualization.
- Problem-solving, Leadership, and Project Management.

## EXPERIENCE

*Nashville Software School*  
**Data Analyst Apprenticeship**  
*March 2022 – Present, Nashville, TN*

- Full-time intensive, project-based training in data analytics using business intelligence and visualization tools.
- Hands-on training in Excel, SQL (Postgres), Power BI, Tableau, and Python
- Real-world datasets and projects where findings are presented individually and in teams in a remote setting via Zoom.
- Analytics workflow, including getting data, using Extract-Transform-Load (ETL) processes to store data for optimum use, analyzing data, and creating reports and dashboards.
- Project management/tracking with Kanban Boards
- Building and deploying dashboards using Tableau and Power BI software.

*Kiewit Infrastructure CO*  
**Human Resources Administrative Assistant**  
*Nov 2019 – May 2021 Denver, CO*

- Maintained and managed records, payroll processing information, performed I-9s, and provided general clerical support and resources to all employees. Transcription, composing, and finalizing correspondence and emails.
- Assisted and performed offsite Meetings, Training, Onboarding/ Recruiting, and Terminations.
- Generated and maintained internal documents in SharePoint, Quality Records Database, and SmartSheet.
- Assisted with department planning, Pay rate changes, Vouchers, and Invoices.
- Data entry and maintenance for weekly reports (Subcontractors Daily Tracking, Certified Payroll Report, Crew Communication report).
- Supported Project Controller with schedules, Inbound/outbound phone calls, drive files for MOT operators, Subcontractors Certified Payroll compliance and EEO complaints and investigation filing.

#### *Starbucks Coffee Company*

##### **Shift Supervisor**

*Jun 2015 – May 2021 Denver, CO*

- Assisted store manager to execute store operations during scheduled shifts including cash management, inventory, and customer service support. Also, modeled and acted in accordance with Starbucks guideline principles.
- Listened to and identified the needs of Starbucks staff and customers and quickly provide personalized solutions.
- Managed and coordinated personnel schedule to ensure the café is fully staffed and all shifts were covered.
- Conducted and recorded daily inventory checks and logged information into Starbucks' database.
- Assigned staff to workstations ensuring most efficient business functions; delegated tasks so that staff could create and maintain the best Starbucks customer experience.
- Provided any necessary support to the store location including stocking, working register, making drinks, store upkeep, opening and closing. Full and part time.

#### *Oppenheimer Funds*

##### **Client Service Association**

*Jun 2018 – Feb 2019 Centennial, CO*

- Provided support to organization's clients and financial advisors by managing accounts and investments, completing documentation processing, and supporting online account and web access guidance.
- Managed daily client transactions including exchanges, purchases, and inquiries accurately, within established deadlines, and in accordance with existing Oppenheimer Funds regulations.
- Researched, followed-up, and resolved trade issues through effective interaction with clients.
- Adhered to all compliance policies and procedures while maintaining a high level of confidentiality.
- Provided highest level of customer service and support fielding and resolving customer questions via telephone and email; Answered 80 to 100 calls and responded to 20 to 30 emails daily.
- Carefully and accurately logged client interactions within internal database to ensure prompt follow up.

## PROJECTS

#### **Nashville City Cemetery - Excel**

Utilized Excel to clean and analyze data provided by Nashville City Cemetery to provide marketing materials.

#### **App Trader - SQL**

Applied SQL code to determine the most profitable app investment based on specific guidelines.

#### **Lahman Baseball – SQL**

Provided an analysis of baseball statistics from a database consisting of 20 tables using SQL.

#### **Early Intervention System - Python**

In partnership with the Department of Developmental Disabilities, analyzed the referral database to address company concerns regarding success rate and recommend areas of improvement.

