**JaNay T. Dunn**

**Data Analyst**

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**DATA ANALYTICS :**

**Nashville Software School**  January 2023 - Present

*Data Analyst Apprentice*

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 webscraping
* 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

**PROJECTS :**

* + UN Datasets | Python
  + Lahman Baseball | Python, SQL
  + App Trader | SQL

**PROFESSIONAL EXPERIENCE:**

Asurion LLC – Nashville, TN

Remote Chat Specialist June 2014- January 2023

* Install and support Windows OS, including command line and client support.
* Troubleshoot PC and mobile device issues, including standard OS, malware, and security issues.
* Troubleshoot real-world device and network issues quickly and efficiently
* Identify and protect against security vulnerabilities for devices and network connections
* Knowledge of Virtualization and Cloud computing
* Multi-tasking 5+ customers an hour and typing 70+ words per minute to adhere to call handling
* Manage metric system daily while assisting and educating teammates of 10 or more

**INTERNSHIP EXPERIENCE:**

Lessie Bates-Davis Neighborhood East Saint Louis, IL

Internship(Parent Engagement Coordinator) January 2022 – May 2022

* Observed the early learning process, strategic community engagement activities, and faculty meetings.
* Continued learning with weekly lectures on Vygotsky’s and Alder’s social development theories.

**EDUCATION:**

**Nashville Software School**  January 2023 - Present

*Certificate, Data Analyst Apprentice*

**CERTIFICATES**: June 2022

Bioinformatics Certification

**Harris-Stowe State University, Saint Louis, MO**

Bachelor of Arts degree in Psychology December 2022

* Introduction to Python
* Microsoft Excel