**JaNay T. Dunn**

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**OBJECTIVE**:

**EDUCATION:**

**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

**CERTIFICATES**: June 2022

Bioinformatics Certification

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

Bachelor of Arts degree in Psychology December 2022

**RELEVANT COURSES:**

* Introduction to Clinical Psychology
* Introduction to Psychopathology
* Psychology of African Americans
* Child Adolescent/Developmental Psychology
* Lifespan Psychology
* Social Psychology
* Research Writing
* Research Methods in Psychology
* Statistical Methods in Psychology
* Cognitive Neuroscience
* Human Cognition
* Introduction to Python
* Microsoft Excel

**QUALIFICATION SUMMARY**

* Able to utilize strong math skills, team orientation, and interpersonal strengths to ensure high-quality customer service within fast-paced environments.
* Communicate effectively and build rapport with peers, customers, and management
* Outstanding time-management and organizational abilities, willingly working unpredictable hours/overtime to ensure organizational efficiency and profitability. Technical proficiencies include Microsoft Office Suite and social media.
* Swiftly learn and apply new software systems, work methods, procedures, and policies.

**EXPERIENCE:**

Asurion LLC – Nashville, TN

Remote Chat Specialist and IT Help 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.