

Quinn Reams

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SUMMARY

EXPERIENCE

Sales Team and Data Analysis

State Farm

June 2022 - January 2023, Dubois, PA

- Analyzed sales data using advanced Excel functions, identifying key trends that led to a 18% increase in quarterly sales through targeted marketing strategies.
- Assisted in tracking and growth in new MOA location to help spread the business to new areas.
- Maintained Excel dashboards to keep track of sales, track growth metrics, and identify trends, contributing to the 18% of growth.
- Leveraged tools such as Tableau and Excel to create interactive and visually engaging dashboards that presented key sales data and performance metrics to the agent.

Financial Service Specialist

First Commonwealth Bank

September 2021 - June 2022, Dubois, PA

- Collaborated with branch staff, across 3 branches, to analyze workflow and improve processes, reducing queue times by 8%.
- Collected and Analyzed data on customer feedback to improve customer satisfaction.
- Analyzed customer transactions for patterns to recognize account discrepancies.
- Generated daily reports on financial transactions, customer inquiries, and branch performance.

Customer Service Agent

CNB Bank

December 2017 - September 2021, Clearfield, PA

- Utilized CRM systems to track and analyze customer interactions, streamlining communications for over 50 branch locations.
- Developed insights for the customer data to identify customer trends to assure the best service.
- Maintained meticulous records with CRM ensuring accuracy.
- Successfully resolved escalated customer complaints by identifying the root causes and implementing effective resolution leading to a 12% increase in customer satisfaction.

EDUCATION

Bachelor of Science in Functional Data Analytics

Pennsylvania State University • State College, PA • 2027

- Member of Penn State Software Development Org.
- Proud member and contributor of Penn State THON.

CERTIFICATIONS

Microsoft C# Foundational Certificate

Microsoft • 2024

Google Data Analytics Certificate

Coursera • 2024

INVOLVEMENT

Volunteer

Pennsylvania State University • Penn State THON • August 2023 - Present

- Participate as a volunteer to Penn State THON, a philanthropy organization to raise money to donate to the four diamond fund, a charitable cause that helps children inflicted with cancer and their families.
- Contributed to the volunteer efforts that raised over 15 million in 2023, engaging in a dance marathon theme.
- Committed and partook as much as able to the 46 hour dance marathon, remotely, to help raise money.

SKILLS

Languages: R, SQL, Python, C++, C#

Software: Tableau, Looker, Excel, Powerpoint, Google Sheets

Hard Skills: A/B Testing, ETL, Data Cleaning and Processing

Soft Skills: Problem Solving, Analytical Thinking, Communication