

# Quinn Reams

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## 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.

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## PROJECTS

### Runescape Tableau Dashboard

[public.tableau.com/views/OsrsIronmanDashboard/IronmanData?:language=en-US&:sid=&:redirect=auth&:display\\_count=n&:origin=viz\\_share\\_link](https://public.tableau.com/views/OsrsIronmanDashboard/IronmanData?:language=en-US&:sid=&:redirect=auth&:display_count=n&:origin=viz_share_link)

- Designed and developed a comprehensive Tableau dashboard to track and visualize my character progress.
- Implemented Data Visualization to monitor achievements, bank worth, quests, and combat levels.
- Showcased ability to manage and present complex data sets in an intuitive and user friendly manner.
- Leveraged passion in both data analytics and gaming to create an exciting and engaging dashboard.

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## EDUCATION

### Bachelor of Science in Functional Data Analytics

Pennsylvania State University • State College, PA • 2026

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

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## 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.

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## 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