

# Quinn Reams, Business Intelligence & Data Analyst

State College, Pennsylvania, (989)-980-1020, [Quinn.Reams@icloud.com](mailto:Quinn.Reams@icloud.com)

|                     |  |                                |
|---------------------|--|--------------------------------|
| LINKS               | <a href="https://github.com/PixelQuinn">Github(https://github.com/PixelQuinn)</a> , <a href="https://www.linkedin.com/in/quinn-reams">LinkedIn(https://www.linkedin.com/in/quinn-reams)</a>  |                                |
| PROFILE             | Analytical and detail-oriented professional with a strong background in data analysis and visualization, specializing in creating actionable insights to support business decision-making. Proven ability to transform complex datasets into clear visualizations and reports that drive strategic initiatives. Committed to ensuring data accuracy and integrity, while fostering collaboration across teams to optimize performance.   |                                |
| EMPLOYMENT HISTORY  |  |                                |
| Jun 2024 — Present  | Data Analyst Intern, Kent Computer Service   | Remote                         |
|                     | <ul style="list-style-type: none"><li>Conduct comprehensive data analysis using Adobe Analytics to track user behavior, enhancing workflows and delivering actionable insights.</li><li>Develop and maintain data-driven marketing performance reports, highlighting trends and strategic data to support B2B decision-making.</li><li>Create and optimize dashboards in Tableau to visualize key performance metrics, driving cross-functional collaboration and alignment with business objectives.</li><li>Assist in website design improvements using CSS and WordPress to enhance user engagement and satisfaction.</li></ul> |                                |
| Jun 2022 — Jan 2023 | Data Analyst, State Farm   | Dubois, PA                     |
|                     | <ul style="list-style-type: none"><li>Leveraged Excel and Tableau to conduct in-depth analyses of sales performance, empowering leadership with data-driven insights for strategic decision-making.</li><li>Developed and maintained Tableau dashboards to visualize sales metrics, improving resource allocation and operational efficiency.</li><li>Conducted workforce planning analyses to assess team capacity and readiness for new locations, optimizing sales strategies.</li></ul>  |                                |
| Sep 2021 — Jun 2022 | Financial Service Center, First Commonwealth Bank  | Dubois, PA                     |
|                     | <ul style="list-style-type: none"><li>Evaluated financial portfolios and provided analytical insights to enhance risk management strategies and optimize client outcomes.</li><li>Automated reporting workflows using Excel, improving the accuracy and timeliness of performance insights for decision-making.</li><li>Collaborated across departments to identify training needs through customer service data analysis, contributing to enhanced client satisfaction.</li></ul>   |                                |
| Dec 2017 — Sep 2021 | Commercial Banking Support Specialist, CNB Bank  | Clearfield, PA                 |
|                     | <ul style="list-style-type: none"><li>Served as a central support contact for commercial banking clients and internal branch teams across the region.</li><li>Handled 80–115 client cases per day, balancing high volume with personalized and efficient service.</li><li>Utilized Excel and CRM tools to track support trends, client needs, and case outcomes.</li><li>Consistently exceeded satisfaction targets, maintaining client satisfaction scores above 85%.</li></ul>   |                                |
| EDUCATION           |  |                                |
| Aug 2023 — Present  | Functional Data Analytics, The Pennsylvania State University   | State College, PA              |
|                     | <ul style="list-style-type: none"><li>Treasurer, Penn State Software Development Organization</li></ul>  |                                |
| SKILLS              | Power BI & Tableau   | Effective Communication        |
|                     | Python & R   | Cross-Functional Collaboration |
|                     | SQL & Managing Databases   | Time Management                |
|                     | Predictive Analytics   | Project Management             |
|                     | Microsoft Office Suite (Excel, Powerpoint)   |                                |