Regina Haley\ Lumberton, TX • Remote-Only\ Email: reginahaley15@gmail.com • Phone: (708) 368-5940\
GitHub: https://github.com/yourusername • LinkedIn: www.linkedin.com/in/reginahaley

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Objective\ Motivated and detail-oriented self-starter seeking a fully remote entry-level position in data analysis or operations support. Recently completed hands-on projects using SQL, Python, and Excel. Equipped with strong organizational skills and prior professional remote work experience. Eager to contribute to a team and continue learning.

Technical Skills

- **SQL:** SELECT, JOIN, GROUP BY, CRUD operations (MySQL, SQLite)
- **Python:** Basic syntax, lists, dictionaries, functions, loops
- **Excel:** PivotTables, charts, basic formulas, data cleanup
- **Tools:** DB Browser for SQLite, GitHub, VS Code
- **Remote Work Tools:** Zoom, Slack, Google Workspace, Trello

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Projects & Portfolio\ **GitHub Portfolio:** https://github.com/ReginaHaley/data-portfolio

SQL + Excel Portfolio (Self-Directed Projects)

- Created and queried a customer and employee database using SQLite
- Performed data cleaning, updating, and subqueries
- Built pivot tables and pie charts in Excel to analyze project workloads
- Documented all queries with real-world use cases and comments

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Professional Experience

Remote Customer Support | Tivly\ Remote — 12.01.23 to 6.01.24

- Handled high volumes of inbound calls from business owners seeking insurance, qualifying leads and matching them with the most appropriate providers
- Connected qualified customers with licensed insurance agents for policy consultation and quotes
- Maintained accurate call records and lead tracking within internal systems
- Attended weekly team meetings and 1-on-1 supervisory check-ins via Zoom to review performance and align on goals
- Demonstrated professionalism and reliability in a fully remote, phone-based environment

Owned and Operator | King Chams\ Remote — 12.01.18 to 12.01.23

- Operated a high-volume home-based reptile breeding business housing over 200 chameleons at a time

- Designed and maintained a business website and social media accounts to promote sales and care education
- Handled all customer communication via email, phone, and text, providing personalized support and care guidance
- Coordinated time-sensitive FedEx priority overnight shipping logistics nationwide
- Educated new keepers, schools, and reptile facilities on proper husbandry practices
- Managed daily animal care including feeding, hydration, cage cleaning, and health checks
- Marketed and sold animals to zoos, reptile houses, schools, and individual enthusiasts

Administrative Assistant | Grainger Terry Inc\ Chicago, IL— 01.01.12 to 01.01.17

- Provided administrative support for a fast-paced political consulting and public relations office in downtown Chicago
- Took detailed notes during internal and client meetings to support follow-up actions and messaging
- Drafted and edited press releases, newsletters, and internal documents
- Maintained ongoing relationships with press contacts and coordinated media communications
- Managed print production process: requested quotes, proofed materials, and coordinated print delivery
- Entered and maintained accurate contact and campaign data across multiple systems

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Education & Training\ Self-Directed Learning

- Completed courses and projects in SQL (MySQL, SQLite) and Python
- Practiced Excel data analysis and visualization techniques
- Built a public GitHub portfolio to demonstrate skills