Regina Haley  
Lumberton, TX • Remote-Only  
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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

**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

**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

**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