

# Samantha Calkiewicz

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## EDUCATION

<b>University of Texas Rio Grande Valley</b> <i>Master of Science in Business Analytics and Artificial Intelligence</i>	Edinburg, TX Jan 2025 – Dec 2025
<b>Oak Point University</b> <i>Bachelor of Science</i>	Oak Park, IL Jan 2023 – April 2024

## EXPERIENCE

<b>Office Administrator &amp; Operations Support   SQL, Python, Excel, Tableau</b> <i>Pro Prevent LLC</i>	Jan. 2025 – Present Streamwood, IL
<ul style="list-style-type: none"><li>– Built a centralized inventory tracking system to prevent stock shortages and reduce order delays by 20%</li><li>– Designed automated dashboards to monitor weekly revenue, service demand, and scheduling KPIs for faster decision-making</li><li>– Created simplified Excel reporting templates that reduced manual data entry time by 30% and improved operational accuracy</li><li>– Generated and sent invoices, completed business documentation, and ensured accurate financial record keeping for all services</li><li>– Improved operational workflows by standardizing data capture and reporting processes across administrative systems</li></ul>	
<b>Mammography Technologist   Epic, PenRad, PACS</b> <i>Advocate Aurora Good Shepherd Hospital</i>	Jan 2023 – Jan 2025 Barrington, IL
<ul style="list-style-type: none"><li>– Leveraged 5+ years of combined hospital and clinical experience with Epic, PenRad, and PACs to manage patient records and imaging workflows, ensuring accuracy and efficiency in diagnostics</li><li>– Developed KPIs and a visual progress tracking system for technologists, improving workflow transparency and increasing daily exam throughput by 50%</li><li>– Ensured 100% compliance with HIPAA regulations, safeguarding patient data across 1,200+ exams annually and maintaining hospital accreditation standards</li></ul>	
<b>Operations Manager   Excel, Clover POS, SalonRunner, QuickBooks</b> <i>A'vion Salon and Spa</i>	Jan 2019 – Dec 2022 Algonquin, IL
<ul style="list-style-type: none"><li>– Led the full setup of electronic business systems before launch, implementing Excel, Clover POS, SalonRunner, and QuickBooks to create the salon's first fully digital operations workflow</li><li>– Introduced demand-based scheduling decreasing idle time 18% and improving client satisfaction 15%</li><li>– Managed invoicing, payroll support, record keeping, and vendor relationships to streamline financial operations</li></ul>	

## PROJECTS

<b>A'vion Salon and Spa Analytics   Python, Excel, Tableau</b>	2025
<ul style="list-style-type: none"><li>– Analyzed cancellation patterns leading to scheduling policy changes that reduced same-day cancellations by 25%</li><li>– Ranked top-performing services, increasing repeat bookings by 12% and improving service revenue mix 8%</li><li>– Developed dashboards to support decision-making around pricing, staffing, and promotion strategy</li></ul>	

## TECHNICAL SKILLS

<b>Data Analysis and Modeling:</b> Data cleaning, EDA, KPI design, anomaly detection, forecasting, regression, classification, NLP	
<b>Programming and Query Languages:</b> Python (pandas, NumPy, scikit-learn), R, SQL (joins, CTEs, window functions)	
<b>Tools and Software:</b> Power BI, Tableau, Excel (PivotTables, Solver), RStudio, Jupyter Notebook, Git/GitHub, AWS, Hive, Spark, DBeaver, Epic, PenRad, PACS	
<b>Business Intelligence:</b> Dashboard automation, ETL pipelines, data storytelling, data governance, HIPAA-compliant practices	