

# SARA TOWNSEND

*Data Analyst*

## PROFESSIONAL SUMMARY

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Data Analyst with 3+ years of experience in data analysis, administrative support and project management, excelling in data analysis methodologies, customer engagement, and team collaboration. Proven track record in optimizing processes, reducing downtime, and enhancing operational efficiency through strategic resource management and innovative scheduling techniques. Passionate about leveraging analytical skills to drive success and improve productivity.

## EMPLOYMENT HISTORY

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### PM SCHEDULER *TTEC*

**Feb 2023 - Present**  
*Remote*

- ◆ Coordinate maintenance schedules for medical equipment, ensuring timely service delivery.
- ◆ Act as central contact for client communication, enhancing customer satisfaction.
- ◆ Manage technician schedules, optimizing resource allocation and efficiency.
- ◆ Track task status in service management system, ensuring accurate record-keeping.
- ◆ Gain expertise in client software: CRM, OFS, Excel, Power and MS SQL.
- ◆ Optimize PM scheduling processes, enhancing operational efficiency.
- ◆ Analyze data to identify bottlenecks and implement solutions, resulting in improved resource allocation.
- ◆ Drive project timelines and resource management.
- ◆ Implement strategic scheduling techniques, leading to substantial reduction in downtime and increased productivity.

### PHARMACY HELP DESK *TTEC*

**Jul 2022 - Feb 2023**  
*Remote*

- ◆ Assist healthcare providers with prescription verification, ensuring HIPAA compliance.
- ◆ Resolve insurance disputes to facilitate timely medication access, enhancing patient care.
- ◆ Streamline authorization processes, significantly improving response times and service delivery.
- ◆ Coordinate with insurance teams to validate benefits, ensuring accurate prescription coverage.
- ◆ Guide pharmacies in optimizing processes, resulting in measurable improvements in patient support.
- ◆ Partnered with internal teams to resolve complex pharmacy-related issues while maintaining strict adherence to Optum guidelines and protocols.

### SALES ASSOCIATE *Aaron's Rent to Own*

**Oct 2020 - Jul 2022**  
*Daytona Beach*

- ◆ Managed customer interactions, enhancing satisfaction and repeat business.
- ◆ Increased sales through effective merchandising and relationship building.
- ◆ Drive sales growth through personalized customer service, expertly matching products to client needs.
- ◆ Consistently exceeded targets, contributing to store's revenue expansion.
- ◆ Fostered team synergy, sharing product knowledge to enhance collective performance.
- ◆ Partnered with colleagues to streamline sales processes, boosting overall efficiency.

### ADMINISTRATOR ASSISTANT *Embry-Riddle Aeronautical University*

**Feb 2018 - Jul 2022**  
*Daytona Beach*

- ◆ Managed communication channels, improving response efficiency and client satisfaction.
- ◆ Coordinate meetings and documented minutes, enhancing team productivity.
- ◆ Prepared business documents, ensuring accuracy and compliance with standards.
- ◆ Maintained records, adhering to data protection laws, ensuring information security.
- ◆ Oversaw office supplies, optimizing inventory levels and reducing costs.
- ◆ Coordinated administrative tasks, fostering efficient communication among departments.
- ◆ Streamlined document management, reducing processing time and enhancing productivity.

## EDUCATION

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### BACHELOR OF SCIENCE IN SOFTWARE ENGINEERING, MINOR IN CYBERSECURITY ENGINEERING

**Aug 2017 - May 2022**

*Embry-Riddle Aeronautical University-Daytona Beach*

*Daytona Beach, Florida*

With a Minor in Cyber Security Engineering.

## SKILLS

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Microsoft Excel (*Expert*), CRM (*Experienced*), OFS (*Experienced*), Microsoft Office (*Expert*), Customer Service (*Experienced*), Scheduling Optimization (*Experienced*), Sales (*Experienced*), Team Collaboration (*Experienced*), Time Management (*Experienced*), Project Management (*Skillful*), Data Analysis (*Experienced*), Problem Solving (*Experienced*), Meeting Coordination (*Experienced*), Record Management (*Experienced*), Administrative Support (*Experienced*), Citrix Workspace (*Skillful*), Analytical Thinking (*Skillful*), Customer Engagement (*Experienced*), Power BI (*Skillful*), SQL (*Experienced*), Python (*Experienced*), VBA (*Skillful*), Process Streamlining (*Experienced*), Analytical Processes (*Skillful*), Trend Analysis (*Skillful*), Salesforce (*Skillful*).