Lyndsi Wolf

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A driven, adaptable Data Analyst with a background in customer service and data analytics. Keen to discover significant insights through data science, data analytics, and visualization. Strengths include overcoming project challenges while gaining insight into areas of opportunity within business needs. Experienced in managing staff, leading projects, and collaborating with clients to reach goals and objectives.

TECHNICAL SKILLS

Tools: Microsoft Excel, VBA, Python, Pandas, NumPy, SQL, JSON, HTML/CSS, Beautiful Soup, JavaScript, D3.js, Plotly, Leaflet, R, Tableau, Apache Hadoop, Machine Learning, GitHub, Big Data
Databases: MongoDB, Postgresql | **Other:** Flask, Git, Command Line

PROJECTS

Categorizing Disaster Messages with Natural Language Processing
Code: https://kramer818.github.io/
A machine-learning project that uses natural language processing with Pandas, PySpark, and Naive Bayes through Google Colab to categorize a dataset of 30,000 messages and launching visualizations created with Tableau on a website. Key Tools used: Pandas, PySpark, Google Colab, Tableau, HTML/CSS, D3.js, Javascript,

Zombie Movie Trends
Code: https://fathomless-badlands-97675.herokuapp.com/
A full-stack web scraping project that used Pandas and Jupyter Notebook to compile data from a web source and create a database using SQL in Postgres. Once the data was cleaned and put into a CSV file, the relationship between variables was visualized using Javascript, D3.js, and connected to the database using Flask. HTML and CSS were included to launch the site with Heroku.
 Key Tools used: Pandas, SQL, Postgres, Heroku, Flask, Javascript, D3.js, HTML/CSS

Music Analysis
Code: https://bit.ly/3e0ANA6
An examination of the relationships between valence, energy and danceability versus popularity, the overall changes of these properties over time, and the properties of the most popular genre versus other genres of a dataset of the top 50 songs for each year from the past decade using Pandas in Jupyter Notebook to create data frames from a CSV and MatPlotLib and NumPy to create visualizations.
 Key tools used: Pandas, MatPlotLib, Numpy, Jupyter Notebook

WORK EXPERIENCE

Quality Analyst
BPA Quality, Maitland, Florida
Provide feedback on customer service interactions via calls and chats for multiple accounts and collaborate with clients to improve standards for customer service experience.
- Subject Matter Expert for multiple clients
- Developed new competencies based on a merging of client values and personal knowledge
- Consistent record of exceeding client goals

Trainer/Team Lead
Optum/Teletech, Orlando, Florida/Atlanta, Georgia
Trained and led customer service reps for a health insurance client. Measured metrics and coached team based on learning style on a group and individual level.
- Lead the opening of a pilot office in Atlanta and oversaw the training and development of teams of 15+
- Created a training plan that met the guidelines of the company and client while adapting to the individual learning styles of each trainee

Photographer/Trainer
Mom 365, Daytona Beach, Florida
Photographed and sold portrait packages of newborn babies while adhering to HIPAA standards and hospital health and safety guidelines.
- Managed the photography and sales of newborn photos for 3 different hospitals single-handedly
- Trained and coached new photographers while maintaining company goals

Studio Manager/Photographer
Sears Portrait Studio, Gainesville, Florida/Daytona Beach, Florida
Managed the Daytona Beach Sears Portrait Studio and Wal-Mart Studio in regard to sales, services, hiring, training, bookkeeping, and promotions.
- Improved customer relationships with the company
- Created and promoted events that lead to 95% to goal in sales when the company closed

EDUCATION

Data Analytics & Visualization Certificate, University of Central Florida, Orlando, Florida
- A 24-week intensive Boot Camp program focused on gaining technical programming skills in VBA, Python, Plotly, R, JavaScript, D3, SQL Databases, Tableau, Big Data, and Machine Learning.

Associate of Arts - Anthropology, Santa Fe College, Newberry, Florida