

# Phil Livsey

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(617) 543-3910 | Greater Boston Area

## Data Analyst

### PROFESSIONAL SUMMARY

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I am a highly organized and analytical professional who thrives in fast-paced, detail-oriented environments. With a strong foundation in data analysis, problem-solving, and client communication, I bring a balance of technical precision and interpersonal effectiveness to every task. I have a proven ability to manage complex workflows, meet tight deadlines, and collaborate across teams to drive results. My experience working with large datasets using Excel, SQL, and Python has sharpened my attention to detail, while my background in operations and customer service has strengthened my ability to communicate clearly, adapt quickly, and maintain high standards of quality and accountability. I'm constantly seeking opportunities to improve processes, contribute to team success, and grow through new challenges.

### EDUCATION & CERTIFICATIONS

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#### Springboard

*Data Analytics Certification*

June 2025

Plymouth State University, Plymouth, NH

June 2010

*Bachelor of Arts in Criminal Justice*

### SKILLS & COMPETENCIES

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**Data Analysis Tools:** Excel (pivot tables, VLOOKUP, formulas), SQL (data extraction, transformation, joins), Python (for data cleaning and analysis)

**Statistical Knowledge:** Descriptive statistics, inferential statistics, regression analysis

**Data Preparation & Cleaning:** Handling missing data or compromised data, data normalization, dealing with outliers and duplicates

**Database Management:** Understanding relational databases, writing efficient queries

**Data Visualization:** Dashboard design, visual communication of trends and insights, always choosing the right chart for the data

**Data Storyteller:** Ability to easily guide Technical and Non-Technical parties through convincing and applicable dashboard in Tableau and PowerPoint.

**Communication:** Excellent communication across cross-functioning teams

**People Management-** A proven manager and trainer of teams for over 10 years.

### PROJECTS

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#### JB Telco Churn, Springboard

March 2025

- Analyzed JB Telco churn data from Kaggle using various data visualization techniques to explore patterns, discover trends and get a better understanding of how churn works.
- Successfully Identified 3 highest correlated factors and developed dashboard displaying results.
- Utilized Tableau and Python
- <https://public.tableau.com/app/profile/phil.livsey/viz/JBTelcoChurn/ContractMacroMicro>

#### California Housing Prediction, Springboard

April 2025

- Explored and cleaned data of California Housing to create a model for predicting housing prices in CA.
- Utilized Random Forest, Linear, and KNEIGHBOR Regressions before choosing logistic regression
- Created a model with overall accuracy of 88% at classifying homes as expensive or not.
- Visualized results in Tableau
- <https://public.tableau.com/app/profile/phil.livsey/viz/JBTelcoChurn/ContractMacroMicro>

### ANALYST EXPERIENCE

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*Data Analyst*

- Develop key metrics for program tracking and efficiency
- Database creation
- Staff training on use of new databases and metrics
- Microsoft Excel, SQL

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**MANAGEMENT EXPERIENCE**

Cafe Sushi Shoten, Cambridge, MA  
March 2024

March 2019 –

*General Manager*

- Led operational expansion, overseeing the integration of a Japanese grocery mart, sake shop, and casual dine-in service
- Developed and implemented comprehensive trainings for front-of-house staff, enhancing product knowledge in sake selections, grocery items, and service procedures
- Managed procurement of specialty beverages, including sake, beer, and non-alcoholic drinks, optimizing inventory based on market trends and customer preferences
- Utilized Microsoft Excel to analyze and track Sales trends against market trends using pivot tables, conditional formatting, and V-Lookup.
- Developed and launched a takeout-only service during the COVID-19 pandemic, adapting kitchen and front-of-house operations to evolving health protocols while ensuring high standards for food and delivery quality
- Redesigned front-of-house roles and responsibilities, retraining staff and introducing new job descriptions to align with new takeout-only model
- Analyzed sales and consumption data, presenting insights with graphs to owners and management team, resulting in profit maximization and increased operational efficiency
- Collaborated daily with Chefs on menu design and trained staff on updated offerings, enhancing product knowledge
- Managed scheduling and trained front-of-house staff, providing education on sake and Japanese culture to improve guest experience
- Maintained the restaurant's online presence by posting daily specials and featured sakes on social media and the website, increasing customer engagement
- Ensured seamless service operations by supporting staff, welcoming guests, and overseeing takeout window operations

**Craigie on Main, Cambridge, MA**

January 2017 – March 2019

*Supervisor & Server*

- Ensured exceptional guest satisfaction, enhancing dining experiences through expert knowledge of food, wine, and personalized hospitality
- Assisted with supervisory duties, including scheduling, staff training, coordinating conferences and charity events, and handling disciplinary actions
- Managed and updated a dynamic wine list, overseeing wine inventory, placing orders, and delivering staff education on new selections to elevate service quality
- Created and maintained Tips Log for FOH in Microsoft Excel utilizing data entry, formulas and functions (vlookup), and sorting and filtering.