

# Haley Bustle

## Data Analysis

### Contact

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### Education

Career Foundry Certificate  
Data Analysis, June 2023 –  
January 2024

### Key Skills

Customer Service  
Flexibility  
Teamwork  
Communication  
Problem-solving  
Data Sourcing & Preparation  
Descriptive, Statistical, and  
Exploratory Analysis

### Tools

Microsoft Excel, Word,  
PowerPoint  
PostgreSQL  
Python Jupyter

### Objective

Entry-level data analyst with a solid foundation in customer service, specializing in patient scheduling and customer service gained through employment with Cleveland Clinic. Proficient in critical thinking and use of analytical tools such as Python to analyze data and meet and exceed business expectations.

### Projects

#### U.S. Influenza Staffing Project

- Microsoft Office and Excel, Tableau Public
- Interpreted complex data sets to predict flu season staff needs

#### Instacart Basket Analysis

- Microsoft Office and Excel, Tableau Public, Python Jupyter
- Utilized multiple datasets to understand customer preferences and enhance Instacart's online grocery app.

#### Rockbuster Stealth LLC

- Microsoft Office, Excel, and PowerPoint, SQL
- applied SQL for database querying to analyze customer rental patterns and prepare the company for an online rental service

#### Firearm Education Project

- Microsoft Office and Excel, Python Jupyter, Tableau Public, CDC Wonder
- Source & utilize reputable datasets to create an educational report on misunderstood facts surrounding deaths related to firearms.

### Experience

*June 2019 – September 2022*

Patient Service Specialist • Cleveland Clinic

- Answer inbound calls from patients and doctor's offices
- assist in registration and updating of patient information and insurance
- Provide information regarding providers, services, and facilities