|  |  |  |
| --- | --- | --- |
|  | Haley Bustle  Data Analysis |  |

|  |  |
| --- | --- |
|  |  |
| Contact 5938 Stumph Rd Apt 312  Parma, Ohio 44130  440-724-1997  boudler5252@gmail.com | 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. |
| EducationCareer Foundry Certificate Data Analysis, June 2023 – January 2024Key SkillsCustomer ServiceFlexibilityTeamworkCommunicationProblem-solving Data Sourcing & Preparation  Descriptive, Statistical, and Exploratory Analysis ToolsMicrosoft Excel, Word, PowerPointPostgreSQL Python Jupyter | 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. |
| ExperienceJune 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 |