Chantal Jackson

Data Analyst |Portfolio

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Professional Summary

Resourceful and results-driven Data Analyst with hands-on experience in SQL, Excel, Power BI, and Tableau. Skilled at transforming complex data into actionable insights that improve business outcomes. Strong background in healthcare and operations, with proven ability to automate processes, build dashboards, and communicate data-driven recommendations to cross-functional teams. Seeking to apply my analytical skills and attention to detail in a data analyst role.

Projects

Joint Business Analysis: Following the merger of two regional restaurant chains, I conducted a full descriptive analysis to profile the new joint customer base, track spending trends, and identify the most and least profitable products. This project sharpened my expertise in business data integration, customer segmentation, and executive-level reporting.

Customer Credit Risk Analysis: I conducted an in-depth credit risk analysis to identify patterns and predictors of loan default risk among customers. Using Power BI, I explored how factors like loan purpose, gender, and account balances relate to credit risk levels. This project sharpened my skills in data visualization, business intelligence storytelling, and risk modeling for financial services.

Professional Experience

Data Analyst, Brum Data.   5/2023 - present
                                                                                              Remote

- Developed digital solutions by automating data collection using SQL and Python,reducing manual handling by 30%.
- Analyzed product performance with Excel and Power BI from 5,000+ data points monthly, driving a 10% boost in engagement.
- Facilitated data-driven brainstorming sessions and collaborated on real-time dashboards in Power BI, improving productivity by 20%
- Monitored work flow data to optimize order processing and reduce delays.

Pharmacy Technician, H&W DrugStore   06/2021 – 05/2023
                                                                                              Metairie, LA

- Analyzed large prescription data sets (1,000+ to 10,000+ records monthly) to identify trends and improve medication compliance by up to 20%.
- Developed interactive dashboards tracking prescriptions, patient demographics, and adherence trends, reducing reporting time by 30%.

- Provided data-driven insights to cross-functional teams to enhance patient care and inventory management.
- Managed high-volume prescription workflow, improving order processing efficiency by 25% and supporting regulatory compliance audits.

Pharmacy Technician, Kroger Specialty Pharmacy   03/2015-05/2021
Harvey, LA

- Analyzed over 10,000 patient records monthly to evaluate adherence to medication schedules, aiding pharmacists in reducing non-compliance by 15%.
- Resolved more than 200 operational impediments annually, addressing prescription errors, medication shortages, and insurance concerns to boost order fulfillment efficiency by 20%.
- Assisted in managing medication recalls and regulatory audits per year by ensuring timely, accurate data updates for compliance reporting.

Skills

Data Analys s & Visualization
Advanced Excel, Python, Power BI, Tableau

Data Base Management
MySQL, PostgreSQL, Microsoft SQL Server

Statistical Methods:
Regression analysis, Trend analysis

Pharmacy & Healthcare Expertise:
Prescription Data Analysis, Patient Management Systems, Pharmaceutical Data Interpretation.

Education

Google Data Analytics Professional Certification	**2025**
Brum Data Analytics Certification	**2024**
IBM Data Analytics Professional Certification	**2024**
HighSchool Diploma, Edna Karr HighSchool	**2007**