

Curriculum Vitae

Cole Chapman

ACADEMIC BACKGROUND	<i>B.S. Mathematics</i> Arizona State University , Tempe, AZ <ul style="list-style-type: none">• Relevant Coursework: Applied Statistics, Data Structures, Numerical Analysis, Industry Tools for Data Science• GPA: 3.70	2021 – 2025
EXPERIENCE	<i>Enrollment Coordinator</i> Arizona State University, EdPlus, Scottsdale, AZ <ul style="list-style-type: none">• Serve as a primary point of contact for prospective and current students, providing guidance on enrollment steps, financial readiness, and academic resources.• Use reporting data and performance metrics to identify at-risk students and reduce student attrition from programs through targeted interventions and follow-up strategies.• Maintain accurate records, case notes, and follow-up timelines to ensure high-quality service across a large student caseload.• Collaborate cross-functionally with advising, finance, and support teams to resolve issues and improve student outcomes.	Oct 2025 – Present
	<i>Referral Coordinator / Revenue Cycle Representative</i> Banner Health , Mesa, AZ <ul style="list-style-type: none">• Served as a primary contact for patients, providers, and staff, ensuring clarity and timeliness in complex healthcare processes.• Coordinated multi-step workflows across departments, verifying details and resolving issues to maintain satisfaction and compliance.• Developed strong communication and organizational skills managing high caseloads with accuracy and efficiency.• Produced operational reports and tracked performance metrics to support workflow optimization and process improvement initiatives.	Nov 2016 – Jun 2021
	<i>Senior Field Organizer</i> Arizona Democratic Party, Phoenix, AZ <ul style="list-style-type: none">• Queried and analyzed first- and second-party voter and field operations data using NGP VAN (SQL-style queries) to support targeting, reporting, and campaign strategy.• Produced and distributed recurring performance reports in Excel and Tableau to track outreach metrics, volunteer activity, and voter contact rates.• Conducted exploratory data analysis across large relational datasets to identify trends, optimize canvassing strategies, and improve resource allocation.• Provided ongoing insights into voter behavior and engagement patterns to inform strategic decisions by campaign leadership.• Trained and supervised volunteers, ensuring consistent data collection practices and high data quality in field systems.	Aug 2016 – Nov 2016

TECHNICAL SKILLS

- **Data & Analytics:** SQL, Excel, Tableau, Alteryx, Python
- **Data Science & Analysis:** Exploratory data analysis, reporting, dashboarding, data visualization, data cleaning, trend analysis, performance metrics
- **Tools & Systems:** Microsoft Office (Word, Excel, PowerPoint, Access), Salesforce, PeopleSoft, NGP VAN
- **Data Environments:** Relational databases, large-scale datasets, analytics workflows, reporting automation

STRENGTHS

- Strong analytical thinker with a quantitative background and experience delivering data-driven insights.
- Excellent organizational skills with keen attention to detail and ability to manage multiple projects simultaneously.
- Clear communicator who works effectively in cross-functional, matrixed teams across business, analytics, and operations.
- Proven ability to translate complex data into clear insights for technical and non-technical stakeholders.