

Kevin Martin

Spokane, WA | 509-432-5883 | kd.martin518@gmail.com | [linkedin.com/in/kevin-martin-data-analyst](https://www.linkedin.com/in/kevin-martin-data-analyst) | [Data Analytics Portfolio](#)

Recent graduate of an intensive Data Analytics program, focused on developing skills in data preparation, processing, and analysis to obtain the Google Data Analytics certificate. 7 years experience in customer service, including 4 years in medical offices, have led to developed skills in detail orientation, critical thinking, problem solving, and collaboration.

RELEVANT SKILLS

Data Analysis | Data Visualization (DataVIZ) | Data Cleansing | SQL | R Programming | RStudio | Spreadsheets | Tableau | Data Collection | Metadata | Data Ethics | Problem Solving & Troubleshooting | Microsoft Office Suite | Google Suite | Slack | Interpersonal and Public Communication | Attention to Detail | Resourcefulness | Problem Solving

DATA ANALYSIS EXPERIENCE

[Data Analytics Capstone Project](#) • Google Data Analytics Professional Certificate, Virtual **11/2022**

- Imported 12 excel datasheets with millions of entries into MySQL database, then used SQL to clean the datasets and prepare them for analysis
- Joined all of the datasets together, created subsets of the data, and converted each attribute to the proper data type before performing analysis to find differences between members and casual customers
- Developed visuals using the Tableau to display the analysis results and provide meaningful conclusions for stakeholders to act on

PROFESSIONAL EXPERIENCE

Patient Experience Rep. - MultiCare Health System, Spokane, WA **3/2020 - 7/2022**

- Enhanced patient experience at ambulatory clinic by promoting a warm and welcoming environment as the first point of contact.
- Provided high level of patient care by answering general questions or directing specialized inquiries to the appropriate medical team
- Ensured success of the clinic and facilitated smooth daily operations by taking inbound phonecalls, sorting mail, faxes, and inter-office mail, answering questions, and scheduling.

Certified Nursing Assistant - Riverview Retirement Community, Spokane, WA **10/2018 - 2/2020**

- Implemented patient care plans, providing direct and indirect patient care, and maintaining accurate records and documentation.
- Supported nursing team by assisting RN with delegated activities of the nursing plan, transportation, and clerical tasks.
- Maintained patient confidentiality and adhered to professional standards, hospital, state and federal policies at all times.

EDUCATION

Merit America - Virtual **11/2022**
Google Data Analytics Certificate

- Cultivated skills in the **collection, transformation, organization, and visualization** of data in order to draw conclusions, make predictions, and drive informed decision-making
- Completed **hands-on labs** and a **capstone project** (case study) to master the art and science of asking questions, preparing, processing, analyzing, visualizing, and acting on data as encountered in real-world scenarios

Spokane Falls Community College - Pullman, WA **03/2014**
Associate of Arts