Pollyanna Martin

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Skilled in data preparation, processing, and analysis, holding a Google Data Analytics certificate. Proven expertise in critical thinking, detail orientation, and organizational skills, honed through extensive experience in medical office environments and customer service roles.

RELEVANT SKILLS

Data Analysis | Data Visualization | 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

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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 Tableau to display the analysis results and provide meaningful conclusions for stakeholders to act on

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PROFESSIONAL EXPERIENCE

Inventory Clerk   **Frencken America, Liberty Lake, WA**   **3/2020 – 7/2022**
- Oversee the physical storage, organization, and distribution of hundreds of unique component types in a mechatronics manufacturing facility.
- Develop and maintain software data analysis and reporting tools utilizing Microsoft Access, SQL, and Python.
- Actively participate in departmental improvement projects to optimize processes and workflows.

Patient Experience Rep.   *MultiCare Health System, Spokane, WA*   **3/2020 - 7/2022**
- Enhanced patient experience at an ambulatory clinic by promoting a warm and welcoming environment as the first point of contact.
- Provided a high level of patient care by answering general questions or directing specialized inquiries to the appropriate medical team
- Ensured the success of the clinic and facilitated smooth daily operations by taking inbound phone calls, 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, provided direct and indirect patient care, and maintained 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, W*   **3/2014**
Associate of Arts