# ELISSA COLICH

Dallas, TX | elissa.coli@gmail.com| (704) 996-7919 | linkedin.com/in/elissa-colich/

## MS IN SOCIAL DATA ANALYTICS & RESEARCH | BS IN PUBLIC & NONPROFIT MANAGEMENT

Recent post-grad and solution-oriented professional. Equally effective in leading teams, projects and operations in fast-paced, deadline-driven environments. Progressive experience spanning:

- Creative Problem Solving
- Data Mining & Analysis
- Quantitative Research
- Technical Reports & Dashboards
- Statistical Computing Methods
- Leadership & Team Management
- Data Presentation & Reporting
- Data Analytics Tools
- Training & Development

## EDUCATION

**Master of Science, Social Data Analytics & Research** – *University of Texas at Dallas – 2018*
- ***GPA: 3.9** | Phi Kappa Phi*

**Bachelor of Science (Honors), Public & Nonprofit Management** *University of Texas at Dallas – 2017*
- ***GPA: 3.9** | Magna Cum Laude | Pi Alpha Alpha (President) | Undergraduate Research Grant*

**Programs:** Microsoft Excel | STATA | Tableau | R | Oracle | SQL | HTML | CSS | Qualtrics | Alteryx

## PROFESSIONAL EXPERIENCE

### STARBUCKS COFFEE COMPANY | SUPERVISOR/MANAGER                          2001 – Present

*Leverage strategic and leadership acumen to increase year over year sales growth and customer satisfaction.*
- Analyze forecasts and other performance indicators to proactively plan weekly schedules ensuring streamlined operations.
- Lead flawless execution of all operational responsibilities to drive profitable sales margins.
- Manage portfolio of six reports; grow operational budgets of $19k-$24k per week.
- Recruit, train, and coach teams of up to 25 partners.
- Utilize market research analysis to increase customer base.

### COMMIT PARTNERSHIP |ANALYTICS INTERN                          May 2018 – Dec 2018

*Supported the analytics department in researching, analyzing, and compiling quality aggregated and disaggregated data.*
- Gained valuable experience and exposure about how policy, regulation, the private sector, philanthropy, and educational institutions interact and influence student outcomes and social mobility.
- Utilized Microsoft Excel, Microsoft Word, Microsoft PowerPoint, Alteryx, and Tableau to mine and present data effectively.

### UNIVERSITY OF TEXAS AT DALLAS | FOOD PANTRY COORDINATOR                          May 2017 – May 2018

*Coordinated day to day operations of the food pantry, donations, data reports and evaluation, and volunteers.*
- Effectively managed event planning, marketing, and fundraising campaigns.
- Raised over $25k in monetary and tangible donations.
- Coordinated the recruiting, training, and coaching of teams of up to 100 volunteers.
- Conducted data collection, cleaning, and reporting.

## COMMUNITY/VOLUNTEER WORK

**Big Thought** – General Volunteer

**Reading Partners** – Literacy Tutor and Intern

**Citizen Schools** – Citizen Teacher

**Starbucks** – Community Lead (North and South Carolina)