

STEPHANY-CLAIRE MUKENGELE, DATA ANALYST

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[LinkedIn](#) | [Portfolio](#) | [Github](#)

Skills

SQL (MYSQL, BigQuery), Tableau, MS Office (Excel, Powerpoint, Word), Google Suite, Project Management, Attention to Detail, Communication, French Language (Conversational)

Education

B.A. Psychology / Georgia State University, 2014

- GPA: 3.3, Deans List 2013-2014, Psi Chi honors society
- Coursework in Statistics, Economics and Research Methods

Google Data Analysis Certificate, 2022

- Expertise in data collection, cleaning, analysis, visualization, and dashboard reporting using relational database tools to communicate key insights

Experience

Delta Air Lines

Flight Attendant / Feb 2015- current

- Guaranteed compliance with FAA-mandated emergency and security regulations for 200+ flights annually
- Led teams of flight attendants in industry-leading customer service flights, increasing NPS 12 points since 2015 and earning J.D. Power in 2021
- Managed on-board sales revenue collection, inventory and documentation
- Reviewed critical flight and catering reports to identify inefficiencies

Raddish Cooperative

Community Project Organizer / May 2017- February 2020

- Coordinated outreach initiatives and fundraisers, successfully launching over 15 events
- Processed supply acquisition and deliveries for weekly outreach
- Generated fundraising income reports
- Analyzed qualitative data for operations planning and social media marketing, doubling social media presence in 2019