

# {Emily} Goldner

San Antonio, TX

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<https://github.com/goldem1217>

## LANGUAGES PROGRAMS

Python 3

Microsoft Excel

HTML

Tableau

JavaScript

PostgreSQL

SQL

QuickBooks

VBA

Slack

## PORTFOLIO

<https://goldem1217.github.io/>



## EDUCATION

DATA ANALYTICS BOOTCAMP  
Vanderbilt University (2020)

TEFL CERTIFICATION  
The Language House, Prague (2012)

B.A., INTERNATIONAL STUDIES  
Texas State University (2012)

Analytical and detail-oriented professional with a background in program management and administration who excels at data compilation, analysis, and reporting. Strong history of collaboration, proactive problem solving, and ability to exceed expectations in high-pressure environments. Certificate in Full Stack Web Development from Vanderbilt University.

## EXPERIENCE

### Eye In The Sky, LLC

Nashville, TN

#### Administrative Specialist

2/2019 – 1/2020

Provided administrative support to company leadership. Responsible for invoicing customers, paying company bills, and processing payments, utilizing QuickBooks and Excel spreadsheets to track customers and finances. Prioritized and scheduled responsibilities to comply with strict time limits and deadlines.

- Created custom QuickBooks reports to accomplish company-specific tracking and reporting goals that eliminated redundant Excel spreadsheets and processes previously in use.
- Qualified for and received performance-based bonuses at every quarter, based on supervisor's evaluation.

### Catholic Charities

San Antonio, TX

#### Program Operations Coordinator

7/2016 – 12/2018

Promoted in recognition of strong understanding of program operations and ability to improve processes. Oversaw placement of 350+ clients annually, introducing efficiencies and ensuring data integrity. Responsible for reporting on program outcomes to leadership and grant providers.

- Developed the program's first-ever digital client registration forms and filing system, reducing staff time spent on client intake and file management by over 50%.
- Led regular staff development trainings in Microsoft Office for program employees.
- Supervised and assisted in training all volunteer instructors.
- Coordinated with community partners including HEB Read3, the San Antonio Food Bank, and the San Antonio Public Library to bring additional resources and instruction to clients.

#### Program Instructor

7/2014 – 7/2016

Instructed adult clients in multiple levels of ESL classes. Taught job-readiness skill development to clients with limited English proficiency. Conducted client home visits in support of program outreach goals. Oversaw client file maintenance and integrity according to state specifications.

- Developed supplemental education materials to strengthen program success rates.
- Provided flex-time classes during evenings and weekend hours to reach employed clients still in need of ESL instruction, increasing enrollment by 20%.

#### Orientation Coordinator

1/2014 – 2/2015

Promoted to coordinate a pilot program in recognition of strong organizational skills and consistent results. Responsible for providing federally mandated cultural orientation classes to all new arrivals in the San Antonio area. Maintained accurate files for over 1000 clients and oversaw class scheduling to fit their individual needs.

- Designed effective orientation curriculum tailored to the local population.
- Oversaw team of 4 orientation providers and 5-10 multilingual interpreters, dispatching providers and interpreters to clients based on language skills.