


# { Emily } Goldner

 San Antonio, TX

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## PROFICIENCIES

Microsoft Office Suite ★★★★★

Microsoft Excel ★★★★★

R Scripting / dplyr ★★★★★☆

MySQL / SQL Server ★★★★★☆

Python 3 / Pandas ★★★★★☆

## SKILLS

Data Analysis and Reporting

ETL Development

SQL Queries and Databases

VBA, Pivot Tables, V-Lookup

Data Visualization

Written and Verbal Communication

Staff Training

Program Management

## EDUCATION

DATA ANALYTICS BOOTCAMP  
Vanderbilt University (2020)

TEFL CERTIFICATION  
The Language House, Prague (2012)

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

Professional and detail-oriented data analyst 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

### Real Value Rx

San Antonio, TX

#### Data Analyst

4/2021 – present

Identify, analyze, and interpret trends in complex data sets. Create and maintain ongoing financial and statistical reports. Acquire data from internal and external data sources and maintain databases. Work with management to prioritize organizational needs and identify process improvement opportunities. Automate daily tasks to relieve workload of key staff members and eliminate need for repetitive manual data processing.

- Write scripts in R to pull data from various sources, clean, combine, extrapolate, and correlate using dplyr data frames, and generate reports in Microsoft Excel.
- Use R to interface with SQL databases, and perform ETL to maintain database integrity when updating tables.
- Create automated email reports for management, accounting, and sales teams to facilitate productivity and identify and resolve systemic issues.
- Develop process to automatically convert incoming EDI data from .xml to .csv format, and load into SQL database.

### 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 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. Conducted client home visits in support of program outreach goals. Oversaw client file maintenance and integrity according to state specifications.

- 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.