

CHARLOTTE HULL

DATA ANALYST

Texas | [Linkedin](#) | [Website](#)

PROFESSIONAL SUMMARY

Detailed-oriented and tasked-based Data Analyst with experience in project management, data streamline and management, and unique problem solving capabilities that lead to acquisition achievement.

Data Visualization
Business Intelligence
Problem Solving
Communication

Analytics
Looker
Tableau
Adobe

Decision-Making
Project Management
Spreadsheets
Data Mining

WORK EXPERIENCE

Integration Data Analyst

Vacasa, Remote (TX) | February 2022 – Present

- Proficient in data analysis and interpretation, contributing to enhanced company profitability.
- Skillfully extracted reservation and financial reports, showcasing a deep understanding of data retrieval.
- Efficiently compiled, cleaned, and managed reservation and financial data, ensuring optimal guest experiences.
- Leveraged historical data analysis to support the Revenue Rates team in making informed decisions.

Administrative Specialist

Vacasa, Remote (TX) | June 2021 – February 2022

- Managed daily finance reports processing and reservation payment collection, ensuring precise financial reporting and enhancing guest satisfaction.
- Employed decisive judgment to accomplish all financial and administrative duties with efficiency and meticulous accuracy.
- Utilized spreadsheet proficiency to execute tasks, maintaining a high standard of precision and organization.
- Supported financial accuracy by meticulously processing finance reports and overseeing payment collections.

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WORK EXPERIENCE CONTINUED

Customer Service Specialist - 3rd Party

Vacasa, Remote (TX) | October 2020 – June 2021

- Achieved a productivity milestone by successfully handling and responding to more than 30 messages per hour as a Customer Service Specialist on Vacasa's 3rd Party Team.
- Leveraged strong problem-solving abilities to contribute to financial reporting tasks and successfully reconcile reservation finances.
- Exhibited versatility by functioning as a proficient agent across four distinct departments, thereby increasing guest interaction opportunities and addressing inquiries to enhance their overall experience.

Customer Service Agent

Vacasa, Remote (TX) | July 2020 – October 2020

- Demonstrated excellence as a Customer Service Agent at Vacasa, adeptly delivering top-tier customer service through both phone and email channels, successfully addressing and resolving more than 20 inquiries per hour.
 - Committed to continuous improvement by consistently participating in training sessions focused on learning new procedures and staying updated with local regulations across various locations in the U.S., enabling the delivery of current and accurate information to valued guests.
 - Applied strong problem-solving capabilities to efficiently tackle challenges and swiftly provide effective resolutions to issues as they arose, contributing to a seamless and enjoyable guest experience.
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EDUCATION

Chadron State College | Bachelor of Arts in Legal Studies

PROFESSIONAL DEVELOPMENT

[Google IT Support](#) | Coursera

[Google Data Analytics](#) | Coursera

[Foundations of Business Intelligence](#) | Coursera

[Crash Course on Python](#) | Coursera

- Instrumental in 13 acquisitions that supplemented our system with more than 9,000 inorganic reservations from projects;
- The 13 acquisitions resulted in over 37,000 organic reservations and net revenue of more than \$24.1 million
- Directed over \$6.6 million in advance deposits.