Mamie Dean

245 Burnt Mill Road, Wells, Maine 04090 | 207-337-0657 | mamiedean@yahoo.com

# Objective

I am eager for a full-time analysis position at a company I can grow with.

# Education

## BA  | Gettysburg college

* Major: English

## CertificateS | Ongoing

* Microsoft Data Science Program
* Salesforce Administrator

# Skills & Abilities

## Software packages

* Advanced Excel, Word, and Outlook
* Microsoft Power BI, advanced beginner level
* SQL, advanced beginner level

## Online applications

* Salesforce (user and administrator)
* HubSpot
* Google Drive, Sheets, Gmail and Docs

## Communication

* My strong written and verbal communication skills allow me to work remotely with success.

## Adaptability

* My excellent attention to detail does not prevent me from adapting to changing priorities.

# Experience

## contractor - Remote Research Associate | Knewton | 09/2017 to present

* As a remote research associate, I am responsible for identifying, gathering, transforming, and validating current enrollment and contact data from many different online sources. I then assemble the data in Salesforce, often investigating and scrubbing old data and merging duplicate records to ensure that all information is current and accurate. I run reports in Salesforce, HubSpot and Survey Monkey, often importing the data into Microsoft Excel and Power BI for more in-depth analytical reporting. I regularly coordinate with the sales and marketing teams to verify the validity and quality of the Salesforce college enrollment data and catch up on shifting priorities.

## Project Leader | NE Telemedicine | 11/2016-7/2017

* As a project leader, I was responsible for designing, writing, and updating all online and printed technical training materials for the practice. I created, maintained, and updated an inclusive spreadsheet in Microsoft Excel with pivot tables and formulas to use for monthly and quarterly data analysis reporting. I also oversaw the database of upcoming orders, calls, and test results. My daily tasks included maintaining all internal sleep study records and supplies. I coordinated with nurses, doctors, and hospital administrators to streamline the patient experience. I became HIPAA certified.

## Contractor - Program Coordinator | CIEE | 06/2016-10/2016

* As a program coordinator, I worked with sales, operations, regional managers, and high school personnel to facilitate timely foreign exchange student enrollments. This job included the following tasks:
  + Cleaned data and created pivot tables in Excel for enrollment analysis reports to help management decide where to focus marketing efforts.
  + Received and reviewed student applications and tracked status.
  + Managed the database for incoming and current students.
  + Processed foreign exchange student placements, moves and changes throughout the year and tracked necessary paperwork associated with placements.
  + Communicated sensitive information with professionalism.
  + Distributed program fee and miscellaneous invoices to International Agents; tracked receipt of payment and followed up on outstanding payments.

## Association Manager | Barefoot Cottages | 03/2013-8/2015

* Barefoot Cottages is a year-round condominium community. As the property and office manager, I was the main point of contact for owners, vendors, and renters entering the property. As the liaison between the BOD and the owners, I was also responsible for all office administration and association duties, including but not limited to:
  + Preparing regular and ad hoc compliance and financial reports in Excel for the BOD.
  + Planning projects and events for owners and the BOD (board meetings, trivia nights, etc.).
  + Regularly communicating with the owners regarding all property and association updates.
  + Regularly communicating with the owners regarding all property and association updates.
  + Maintaining an association project management list in Asana and a contact management database in Outlook.
  + Creating and updating the association’s social media presence on FB and on our private intranet site (using WordPress for the latter).
  + Creating a monthly newsletter in Word, exporting it to a PDF file, and posting it onto all association online communication outlets.