

# JODI LYNN HEEN

## Objective:

Current support professional and coding bootcamp student looking to combine my communication aptitude with a growing technical skillset. Pursuing quality human interaction with thoughtful user-oriented design.

## Contact:



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## Skills:

- Customer Support (in-person, email, & phone)
- Microsoft Excel (Macros & Pivot Tables)
- Python
- SQL
- API Interactions
- HTML
- CSS
- Bootstrap
- Tableau
- Newsletter writing & distribution
- Statistical testing & models

## Experience:

**Washington University in St. Louis**

**Aug 2018 – Present**

**Olin Business School**

**St. Louis, MO**

### **Event Specialist (*promotion*)**

- Oversaw full life cycle of 3 events, with a combined attendance of 500+ guests and 20 visiting speakers
- Assisted with day-of execution for the Women In Data Science (WiDS) St. Louis Chapter meeting, which hosted 8 industry professionals and data analytics faculty speakers, with over 300 guests in attendance

### **Administrative Assistant**

**Aug 2018 – Jul 2019**

- Over 21 months have offered direct administrative support services to 62 professors at a top-ranked Business School (named MBA Program of the Year by *Poets & Quants*)
- Response time of 30 minutes or less to every support request email with a 100% resolution success rate
- Compose multiple emails each week on behalf of faculty members to various stakeholders, namely students, other Business school personnel, and visiting lecturers

### **The Navigators**

**May 2015 – June 2018**

### **Campus Coordinator**

**Nashville, TN**

- Secured over \$120,000 in donations from diverse donor groups through face-to-face appeals
- Authored 6 print newsletters per year with unique personal messages to over 250 recipients
- Met weekly with team of 12 for logistical planning & quarterly for big picture organizational strategy mapping
- Mentored 20 individuals and coordinated semester programming for 120 students for spiritual development

## Education:

**Washington University in St. Louis**

**Anticipated Jul 2020**

Certificate in Data Analytics

Six-month intensive computer programming class aimed at introducing a wide variety of coding languages, specifically to learn data extraction, cleaning, analysis, and visualization

**Vanderbilt University**

**May 2015**

Bachelor of Arts, Art History

Magna Cum Laude