KARA EVANS

kara.e177409@gmail.com · <u>LinkedIn</u> · <u>Portfolio</u>
North Olmsted, Ohio | *Open to hybrid & remote roles.*

OBJECTIVE

Results-driven data analyst with a background analyzing laboratory data and troubleshooting unexpected outcomes. Eager to leverage Tableau and problem-solving skills to make informed decisions and drive process improvements. Committed to delivering high-quality insights in a collaborative work environment.

Skills: SQL, Excel, Python, Problem Solving, Customer Service

EDUCATION

Data Analytics Certificate, CareerFoundry | December 2023

- Online program using industry-standard tools: Excel, SQL, Tableau, and Python.
- Topics include data quality measures, statistical hypothesis testing, visualizations.

Bachelor of Science, Biological Sciences, Ohio University | May 2014

Certificate in Environmental Studies, Ohio University | May 2014

PROFESSIONAL EXPERIENCE

Optometric Technician, Dr. Jodi Rowson & Associates | January 2023-present

- Collect patient medical history information and conduct basic eye examination tests.
- Resolve patient inquiries using empathic customer service skills to maintain patient trust and satisfaction.
- Communicate with insurance companies to obtain patient eligibility details and authorizations.
- Maintain detailed and well-documented health records in electronic practice management system.

Senior Technologist, Cleveland Cord Blood Center | November 2017-December 2022

- Wrote detailed investigative reports to identify quality issues, inefficiencies, and implement corrective actions.
- Achieved 20% reduction in deviation reports by sourcing relevant data and performing root cause analyses.
- Collaborated with team members to improve training materials and mitigate workflow errors.
- Interacted with vendors and technical support to troubleshoot issues and avoid disruptions to production.
- Maintained inventory control by meticulously recording supply levels and initiating supply orders.

Laboratory Technician, Cleveland Clinic | September 2015-November 2017

- Independently fielded questions and issues for team members using effective decision-making.
- Accelerated patient sample processing by accurately inputting patient data and test orders into laboratory information management system.

Analyst, CWM Environmental | August 2014-September 2015

- Supported clients by answering questions using knowledge of testing and operational requirements.
- Diligently recorded client data and sample results in laboratory information management system.

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PROJECTS

Evolution of SNAP Policies & Participation Rates | December 2023

- Explored variations in state regulations governing the Supplemental Nutrition Assistance Program (SNAP) and their impact on program participation rates.
- Utilized Python to create a correlation heatmap, perform linear regression, and conduct cluster analysis to unveil relationships between policies, associations within groups of SNAP participants, and outlier data.
- States with elevated participation rates adopt policies that remove barriers for eligible populations.

Customer Analysis | August 2023

- Conducted exploratory analyses on online grocery store data to understand customer purchase behavior.
- Merged data frames, developed new variables, and generated visualizations using Python.
- Findings include ideal advertising times, popular products, top-earning customer populations.

Product Analysis | July 2023

- Evaluated video rental data to identify ideal geographical locations to launch a new video streaming service.
- Organized and joined data tables in SQL and built visualizations in Tableau.
- Findings include areas with the largest customer base and top-earning films.

Staffing Allocation Plan | April 2023

- Performed spatial analyses on U.S. Census and CDC data to illustrate impact of influenza infections.
- Conducted data cleansing and integration techniques on multiple data sets in Excel.
- Developed Tableau dashboard to easily distribute medical staff in areas most affected by influenza infections.
- State mortality rates were calculated using a weighted average to accurately identify affected locations.