

# KARRO STRACHAN

DATA ANALYST

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## AREAS OF EXPERTISE

- Attention to Detail
- Collaboration and Teamwork
- Communication
- Creative Problem Solving
- Customer Service
- Data Collection and Analysis
- Research Savvy
- Risk Mitigation
- Team Leadership
- Time Management

## TECHNICAL SKILLS

- HTML5/CSS3
- IBM Cognos Analytics
- Microsoft Office Suite; Word, PowerPoint, Outlook, Excel, Power BI
- Multiple Visualization Tools
- Python 3
- SQL
- Tableau Desktop

## CERTIFICATIONS

- **Python 3 Programming**  
*University of Michigan/Coursera*  
06/2022
- **Data Analytics**  
*General Assembly*  
04/2022
- **IBM Data Analyst**  
*IBM/Coursera*  
04/2022
- **Azure Data Fundamentals**  
*Microsoft*  
10/2021

## PROJECTS

- GITHUB - [Custom Landing Page with Links](#)
- GITHUB - [Google Search Engine Mimic](#)  
*Created a personal home page to mimic the Google site using HTML.*
- TABLEAU - [CitiBike](#)  
*Analyze, scrub and present data for stakeholders to provide projections and solutions for rental trends.*

## EDUCATION

- ST. GEORGE'S HIGH SCHOOL  
*Freeport, Bahamas*
- A CLASS MASTER LICENSE  
*Gadites Maritime Institute - Nassau, Bahamas*
- DIVEMASTER  
*P.A.D.I - Nassau, Bahamas*
- CUSTOMER SERVICE CERTIFICATION  
*Bahamas MOT - Nassau, Bahamas*
- BRONZE MEDALLION

## PROFESSIONAL SUMMARY

Results driven professional with over 10 years of experience in the hospitality and tourism industry seeking to apply superior transferable skills in strategic planning, customer service and relationship building to grow and development as a Data Analyst. Possess a strong track record of quickly adapting and learning in new and complex situations. Ability to leverage a diverse range of talents in an engaging professional setting. Passionate about growing professionally as a Data Analyst while performing high-quality evaluations and delivering accurate results.

## PROFESSIONAL EXPERIENCE

**Director Client Services** | *Good Tides Services*  
06/2021 – Current

- Optimize day-to-day operations for all domestic and international clients including sourcing, quoting and customer service requests
- Enhance vendor management process to ensure best pricing for customers
- Analyze customer data trends to project and increase sales over 30% in 2021
- Improve monthly reporting for leadership by scrubbing data to provide accurate, readable, easily accessible reports allowing for better processes to be implemented

**A Class Master Boat Captain** | *Hidden Beaches + Born Free Charters*  
04/2017 – 03/2020

- Managed crew of up to six on luxury vessels for private and group tours from Nassau to Exuma to provide guests with an unparalleled "Bahamian" experience.
- Educated guests on marine conservation, history of the Bahamas and understanding of wildlife for responsible tours
- Collaborated with the office department on operational support tasks to model importance of group goals while negotiating agreements between employees to clarify misunderstood directions and resolve conflicts affecting performance
- Interfaced with 30+ customers per day, resolving personal and business challenges collaboratively to reach mutually beneficial outcomes

**A Class Master Boat Captain** | *Balmoral Island*  
09/2016 – 04/2017

- Utilized navigation expertise and tools to set courses and determine ship position throughout travel
- Maintained records of daily activities including weather and sea conditions, pollution control efforts and passenger status
- Conducted training and change management processes to improve operation

**Water Sports Supervisor** | *Sandals Royal Bahamian*  
04/2010 – 08/2016

- Oversee and manage 18-person Water Sports department to ensure guest satisfaction that aligned with the Sandals brand
- Conducted training and change management processes to improve operations for Water Sports department
- Developed and executed plans to monitor standard process adherence
- Adhered to established policies, procedures, and compliance for satisfactory audit rating of property