# Mary Feaster

Concord, NC 28025 **|** 704-659-5401 **|** mary.feaster4@gmail.com

## Education

**University of North Carolina Charlotte**                                    Charlotte, NC

Data Analytics Certification                                    December 2023

**Nucamp Coding Bootcamp**                                    Bellevue, WA

Modern Software Engineering with DevOps  Certification                                    September 2022

SQL and Data Modeling with Python Certification                                    August 2022

Data Structure and Algorithms with Python Certification                                    June 2022

Web Development Fundamentals Certification                                    May 2022

## Portfolio

GitHub portfolio

**University of North Carolina Charlotte**                                    Charlotte, NC

*Population Analysis (50hrs.)*                                    November 2023 - December 2023

- Generated compelling visualizations in Tableau to analyze Census data sourced from a Census API.

- Collaborated with a team to understand data needs, emphasizing engaging visualizations.

- Effectively conveyed shifts in population and racial composition, crafting a cohesive data narrative.

                                    September 2023 - October 2023

*Flight Data Analysis (50hrs.)*

- Employed Jupyter Notebooks and Python to craft visualizations for analyzing critical aviation metrics, encompassing top-flight routes, prominent airlines, and prevalent departure times.

- Utilized data visualization libraries.

- Clearly communicated data trends and patterns.

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## Portfolio

*Credit Risk Analysis (50hrs)*                                                 July 2023 – August 2023

- Utilized machine learning to analyze lending data for a financial institution, prioritizing loan health prediction.
- Executed data segmentation, trained a Logistic Regression model, and validated predictions.
- Proficiently applied machine learning to derive data-driven insights in the financial sector.

## Additional Skills

Data Mining and Cleaning, Data Visualization, Python, SQL, JavaScript, CSS, HTML, Database Management, Machine Learning, Excel, Communications & Outreach, Interpersonal Relations, Customer Service, Project Management, Conflict Resolution, Market Research, Digital Literacy, Microsoft Office 365 (PPT, Excel, Teams, etc.), Collaboration, Web Development, Software Engineering Principles, API Integration, Data Warehousing, Statistical Analysis, Data Governance, Web Scraping, Full Stack Development, Cloud Computing

## Experience

**Toyota Motor Sales**                                                                Charlotte, NC

*Assistant Service Manager (50hrs.)*                                          January 2017 – October 2021

- Ranked in the top 8% of service professionals in 2020 out of a team of 1700, earning the prestigious PRO ASM award.
- Spearheaded training initiatives for new team members and consistently led a team of 5-10 employees, ensuring seamless operations and optimal customer service delivery.
- Maintained an exceptional customer satisfaction rating of 93% and above, reflecting a commitment to exceeding client expectations.
- Consistently exceeded personal sales targets, achieving remarkable results year after year. Recorded a notable 37% increase in sales in the final year of tenure.

- Developed and implemented effective strategies to upsell services and products, resulting in a notable increase in revenue generation by 25% over a two-year period.
- Collaborated with technicians to ensure timely and accurate completion of service orders, leading to a reduction in customer wait times by 15%.
- Implemented customer retention programs, resulting in a 20% increase in repeat business and fostering long-term client relationships.
- Conducted regular training sessions for service staff on customer service techniques, and product knowledge.
- Streamlined administrative processes by implementing digital record-keeping systems, reducing paperwork processing time by 30%.
- Acted as a liaison between customers and technicians, effectively communicating technical issues and service recommendations in a clear and concise manner.
- Exhibited adeptness in resolving customer complaints and issues swiftly and satisfactorily, showcasing proficiency in conflict resolution and customer service.
- Initiated and managed promotional campaigns and events to drive foot traffic and increase service center visibility within the community.
- Conducted regular performance evaluations for service staff, providing constructive feedback and coaching to improve team efficiency and productivity.
- Maintained thorough knowledge of automotive industry trends, advancements, and best practices, ensuring the delivery of cutting-edge service solutions to customers.