

Mary Feaster

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Relevant Experience

Natural Resources Conservation Services - USDA

Management & Program Analyst

Jamestown, ND

October 2024 – Current

- Review and analyze NRCS functions and programs utilizing program plans, operating budgets, and interviews to help determine their effectiveness and alignment with Management and Strategy activities
- Collaborate in planning sessions with senior team members to discuss innovative and efficient ways to carry out new and currently assigned programs
- Assist with researching and identifying federal agriculture grants and programs that were eligible for each grant applicant.
- Aggregated the relevant information from multiple internal sectors to build funding packages which include Memorandum of Understandings and Conservation Innovation Grants that provided external parties with their grant information after approval
- Verified initial grant applications and completed yearly follow-ups to ensure compliance with the applicable federal procedures and regulations
- Executed interagency agreements with multiple offices to ensure each had the appropriate resources to complete their work
- Maintained clear and concise written and verbal communications with internal and external parties
- Used multiple proprietary database software sets and Microsoft Office Suite to aggregate data and create reports, as requested by internal and external parties to fulfil business needs

Toyota Motor Sales

Assistant Service Manager

Charlotte, NC | Fort Myers, FL

January 2017 – October 2021

- Ranked in the top 8% of service professionals in 2020 out of a team of 1,700, earning the prestigious PRO ASM Award
- Maintained exceptional customer satisfaction rating of 93% and above by resolving customer concerns efficiently with a customer service mindset and strong conflict resolution skills
- Surpassed personal sales targets, achieving a notable 37% increase in sales during final year of tenure
- Developed effective strategies to market products and services which resulted in a 25% increase in revenue for the team over a two-year period
- Managed a team of 5-10 employees, providing on the job feedback and coaching to ensure seamless operations and optimal customer service
- Implemented digital systems to help improve customer data retention and quality to ensure compliance with warranty regulations and reduce paperwork and payment processing times
- Conducted regular trainings on customer service and product knowledge for both new and existing team members
- Acted as a liaison between customers and technicians to effectively communicate technical issues and service recommendations to ensure customer satisfaction
- Managed digital and in-person promotional campaigns to increase service center customer outreach within the community

Data Analysis Portfolio

University of North Carolina Charlotte

Population Analysis

November 2023 – December 2023

- Produced dashboards in Tableau for the analysis of Census solutions data sourced from a Census API to convey shifts of population and racial composition in a simplified manner
- Collaborated with a team to interpret data requirements, emphasizing compelling visual representations

Flight Data Analysis

September 2023 – October 2023

- Utilized Jupyter Notebooks and Python to craft visualizations for analyzing critical aviation metrics, encompassing top-flight routes, prominent airlines, and prevalent departure times to help with travel decision making

Credit Risk Analysis

July 2023 – August 2023

- Executed data segmentation and trained a Logistic Regression model using mortgage loan data for a financial institution to normalize data for consumption
- Used the transformed data to create a machine learning algorithm to analyze the future risk of default for the portfolio and provide other relevant data-driven insights

Certifications

University of North Carolina, Charlotte

Data Analytics

Charlotte, NC

December 2023

Nucamp Coding Bootcamp

Modern Software Engineering with DevOps

SQL and Data Modeling with Python

Data Structure and Algorithms with Python

Web Development Fundamentals

Bellevue, WA

September 2022

August 2022

June 2022

May 2022

Additional Skills

Python, SQL, JavaScript, Microsoft Office Suite, Database Management, Machine Learning, Digital Literacy, Communications & Outreach, Team Building and Collaboration