Monthly Report

TO: Robert van der Zwet DATE: June 4, 2018

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subject: Monthly Report – Customer Service Data Analyst

# **May 2018 Report**

**Overview of Activities**

* Covered for Mary F. while she was out on vacation (May 8 – 21).
* Took part in collections process by identifying source of outstanding balance in Dow account.
* Created NASA Data Projects Log to track status of current and future data projects.
* Finished automating all Dow invoicing.
* Finished building Dow log and Dow Dashboard.
* Currently working on detailed procedures for using Dow invoice formatting programs, Dow Log, and Dow Dashboard.

**Covering for Mary F. while on vacation (May 8 – 21)**

* Performing daily cash applications.
* Forwarded manual invoices for toll violations.
* Sent out repair invoices.

**NASA Data Projects Log**

* Created a log to detail the priority level, project description, results/benefits, and progress of all data projects.
* Log is located in the Data Projects 2018 folder in the Depshare drive.
* Log will be manually updated by me as progress is made and when a new project is proposed.

**Dow Invoicing**

* All Dow invoicing has been fully automated.
* Invoice formatting programs were successfully used to build May end-of-month invoices.
* Finished report outlining changes made to improve the process and the results of those changes.
* Currently working on detailing the procedure to make use of the formatting programs. **(IN PROGRESS)**

**Dow Log and Dow Dashboard**

* Dow Log and Dow Dashboard are completed and ready for use.
* Dow Log and Dow Dashboard were presented to Dow account team at Dow meeting on 6/1/2018.
* Finished report outlining changes made to improve the processes and the results of those changes.
* Currently working on detailing the procedure to make use of the log and dashboard. **(IN PROGRESS)**