

Tiana Bell

501 W Franklin St, Apt 233, Baltimore, MD, 21217

✉ tiana.e.bell@gmail.com ☎ +1 443 8337363 🌐 [t-bell](#) 🌐 www.tbell-jhu.github.io | Updated: September 10, 2019

EDUCATION AND TRAINING

Chromebook Data Science, Leanpub, Baltimore, MD

June 2018–October 2018

Baltimore Community College, Baltimore, MD

2018–Current

Oakland Mills High School, Oakland Mills, Columbia, MD

2013

WORK EXPERIENCE

Data Science Analyst, Problem Forward LLC, Baltimore, MD

Nov 2018–Current

- ML modeling for sales predictions for numerous clients expanding over different industries (film/production, pharmaceutical, marketing, and others).
- Created RQD and worked with external team members to clean and explore data for tidy manipulation.
- Provided geospatial analysis and generated live websites for client(s) to use.
- Helped moderate and code the creation and deployment of first generation timesheet application for the company.
- Accepted additional responsibility to manage provisioning, training, and mentorship within the work environment.

Administrative Assistant, Spectrum Medical, Silver Spring, MD

May 2016–Jan 2017

- Automated numerous internal systems which increased speed and efficiency within the company.
- Accepted additional responsibility to manage provisioning, training, and retail sales management.
- Prioritized and delegated tasks while still providing motivation and direction to create a positive work environment to ensure accurate on-time completion on all assignments.
- Created and coordinated work schedule to ensure coverage and efficient office operations.
- Strengthened the dealership reputation by providing expert technical explanations and resolving product disputes between customer, dealer and manufacturers.

Administrative Assistant, Aronson Medical, Essex, MD

Jan 2017–June 2017

- Processed patient billing and various medical insurance claims as well as union vouchers
- Installed and edited patient records on database
- Responsible for basic administrative office duties such as answering phones, scanning, filing and faxing
- Educated customers on various products including the application and durable medical equipment supplies
- Effectively managed and resolved customer inquiries and/or complaints, establishing recurrent clients and good working relationships
- Provided prompt, diligent and outstanding administrative support to staff members across a fast-paced DME practice, significantly reducing customer wait time

Sales Lead, Just Energy, Baltimore, MD

Feb 2017–Aug 2017

- Proficient time management skills and able to prioritize.
- Consistent performer, exceeded monthly quotas by 10% month over month..
- Accurately completed and maintained customer records for services and quality control measures.
- Appointed team captain and new hire trainer while being considered for supervisor.
- Expert level knowledge on department mission, team goals, and sales strategies

- Achieved periodic sales goals in a challenging and fast-paced environment
- Exceeded a diverse array of client expectations on a consistent, accurate, and timely basis
- Implemented various marketing and advertising techniques to generate new sales

SOFTWARE EXPERIENCE

Statistical Software: *R, Google Sheets, Microsoft Excel*

Medicare Insurance Software: *FastTrak, Brightree*

Other: *Excel, Word, Access, Powerpoint, FrontPage, Publisher, Outlook, OneNote, Google Docs, Google Slides*

EXTRACURRICULAR ACTIVITIES

<i>Youth Ambassador, YouthWorks</i>	Winter 2018
<i>Youth Leader, Youth Empowered Society</i>	May 2018
<i>Youth Advisory Board, MODS Human Resources</i>	June 2018

REFERENCES

Adryen Proctor, Peer Navigator, GLCCB, 2530 N. Charles St., 3rd Fl., Baltimore, MD 21218, Phone: +1 (410) 777-8145 x206

Danielle Meister, Human Resources Department Coordinator, Mayor's Office Department of Human Resources, 7 E Redwood St., Baltimore, MD 21207, Phone: +1 (859) 391-4808