# SOPHIE CHANCE

SOPHIECHANCE.COM

## CONTACT

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## PROGRAMMING

Data Wrangling ◆◆◆◆◆

Python ◆◆◆◆◇

SQL ◆◆◆◆◇

HTML, CSS, JS ◆◆◇◇◇

## EDUCATION

San Diego State University

**Management Information Systems**
Minor in Electrical Engineering

*Leadership positions on 7
organization executive boards*

## SOFT SKILLS

Learn quickly

Understand key business challenges

Ask insightful questions

Attention to detail

Cross functional collaboration

## TECHNICAL SKILLS

Data visualizations

Extracting insights

Implement & maintain BI tools

Data mining

Creating scalable datasets

## SUMMARY

Accomplished Data Analyst who provides a strong combination of IT expertise and business acumen. Proven ability in creating scalable solutions and delivering high-quality work. Thrives in entrepreneurial environments where learning is critical to the role.

## WORK EXPERIENCE

### Data Analyst

CourseKey                                                    9/2020 - Present

- Curate, wrangle, prepare, and maintain **scalable datasets** using Python and SQL to combine data from **9 different sources**
- Anticipate the needs of executives and express data as a coherent story about current and future trends; **450+ reporting metrics**
- Analyze, manage, and improve processes of data flowing through the CRM and other workflow systems as the **CRM Admin**
- Deep understanding of key business challenges, including primary **SaaS metrics**, identification of addressable markets, generating sales pipeline, measuring product implementation cycles, and **usage**

Tech:  Python, SQL, Hubspot, AWS, ClickUp, ClientSuccess
Core Python libraries: pandas, numpy, BeautifulSoup, gspread, selenium

### Small Business Consultant - Project Manager

SDSU Aztec Consulting Program                               1/2020 - 12/2020

SOULMUCH
- Design and implement production-ready mechanisms for streamlining processes, increasing visibility, and **amplifying productivity across departments** by 50%+
- Collaborate with the team to **assess business needs** and deliberate on the most effective solutions
- Clearly **communicate solutions** to leadership, optimizing the effectiveness of the solution
- Structure and redesign the data flows with the aim of maintaining a single source of truth for **consistent reporting**

Tovi Health
- Evaluate the target market, communication channels, and competition to advise on valuable next steps
- Utilize PostgreSQL to **analyze 200 participant** demographic and free response questions, recognizing critical customer patterns
- Conducted **primary and secondary research,** outlining a plan to increase customer retention by 150%+
- Created an action plan for **customer acquisition** on several social media platforms