

ZACHARY C. MEHLENBACHER

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OVERVIEW

Passionate data enthusiast driven by the challenge of solving analytical problems through teamwork and creativity.

Key skills and experience include:

- Effective communication with audiences from various skill levels and backgrounds
- Leading teams in both professional and educational settings
- Managed CRM for 60,000+ unique accounts (NC State)
- Irregular operation and operational recovery expertise (American Airlines)
- Direct revenue management exceeding \$1 million annually (NC State)

Coding: Python, R, VBA, JavaScript, HTML

Databases: SQL, ETL, DBA

Analytic Tools: Pandas, NumPy, SciPy, Excel, PowerBI, Web APIs

Data Vis: Tableau, Matplotlib, Plotly, Leaflet

PRACTICUM

Project Manager – Innosoft Fusion Software Implementation (Client)

June 2020 - Present

NC State Wellness and Recreation

Desktop, Web and Mobile App Environments

- Purchase, build, test, implement, and launch new CRM and POS software (Innosoft Fusion) and hardware to support new facility opening, transitioning 60,000+ customer accounts
 - Manage data loads, transformations, automated processes, report generation, and database administration for department
 - Purchase-June 2020, Build-July to November 2020, Test and Implement-December 2020, Launch and Go Live-January 2021, Extended Support and Trainer-March 2021 to Present
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EDUCATION

Boot Camp Certificate – Data Analytics & Visualization

April 2022

University of North Carolina at Chapel Hill (UNC-CH) Chapel Hill, NC

- A 24-week intensive program focused on gaining technical programming skills in Excel, VBA, Python, R, JavaScript, SQL Databases, Tableau, Big Data, and Machine Learning.

Bachelor of Science in Parks, Recreation & Tourism Management

July 2015

NC State University (NC SU), Raleigh, NC

PROFESSIONAL EXPERIENCE

Wellness and Recreation NC State University

Coordinator, Member Services

October 2019 – Present

- Lead a student team of 37 front-line Member Service Specialists to successfully deliver premier customer service experiences to a diverse customer base
- Proficient in Excel, SQL and Python, oversee data extraction, analysis, reporting, and visualizations of departmental data for University leadership, stakeholders and partners
- Innosoft Fusion software implementation Project Manager and Extended Support – See Practicum

American Airlines Raleigh-Durham International Airport

Customer Service Manager

May 2018 – October 2019

- Managed daily airline operations (ramp, gate, club, cargo, baggage, maintenance, international) and efficiently communicated results to local leadership and corporate executives
- Oversight of 200+ employees across various work groups, subsidiaries and collective bargaining agreements

Guest Services Raleigh-Durham Airport Authority

Ambassador

January 2016 – May 2018

- Created, implemented, and maintained a Daily Shift Report (DSR) using Excel that accurately analyzed the qualitative data gathered daily by the Guest Services department
- Trained staff and implemented the DSR in September of 2016, generating a database that has led to new analytical approaches and increased efficiencies across the department