THERESA PARKER

Data Analyst

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SUMMARY

Data Analyst with high interpersonal and communication skills and over 14 years of customer service experience. Helping to bridge the gap between the technical and business world through teamwork by analyzing and delivering key results to make a positive impact in the community. Excellent presentation skills and competent in data analysis/data visualization tools such as: Excel, PowerPoint, SQL, Python, and Tableau.

SKILLS

Tools: Python, Jupyter Notebook, Tableau, SQL, Microsoft SQL Server, Github, Microsoft Office, Excel, PowerPoint, and Word
Analytical Skills: Data cleaning, wrangling, data transformation, statistical analysis, data visualization, dashboards, time-series analysis, EDA, data mining, presentation

EDUCATION

Data Analytics Certificate – CareerFoundry	**2022**
MBA, Healthcare Management – Western Governors University	**2017**
B.S. Family & Human Development – University of Utah	**2006**

PROJECTS

Homeless Encounters in California Hospitals – View Project   **2022**
California has 20% of the nation's homeless population. Exploratory analysis performed in Python to find ways to improve healthcare for staff and homeless patients. Performed cluster analysis, regression analysis, choropleth map and correlation matrix in Python using pandas, matplotlib, seaborn, and scipy. Presented findings with Tableau storyboard.

Rockbuster Movie Rentals – View Project   **2022**
Strategic analysis performed in SQL for fictitious movie rental company to advise on transitioning to online streaming services. Analysis involved examining rental transaction history, customer geographic distribution, and revenue models using SQL queries, subqueries/CTE's, and table joins.

Instacart Grocery Basket Analysis – View Project   **2022**
Analyzed orders in Python to answer business questions and derive insights about buying trends and customer demographics in order to target customers with applicable marketing strategies. Analysis involved cleaning and merging information from 32 million records, changing datatypes, deriving and aggregating variables.

PROFESSIONAL EXPERIENCE

Placement Coordinator II / Team Lead (Teachers College) | Western Governors University   **Sep 2019 – Jul 2022**
- Tracked key performance indicators (KPI's) using data and reports/dashboards in Salesforce, Excel, and PowerBI to develop and innovate goals that resulted in obtaining faster placements and reach business goals.
- Spearheaded independent data analysis project using Excel to analyze and visualize insights on placement challenges in California and problem solved-possible solutions.
- Strong communication skills, both verbal and written, in order to effectively interact with internal and external stakeholders.
- Serve as a channel for cross-functional collaboration and data conversation when implementing a new placement process.
- Designed in depth technical training manual and on new placement process.
- Trained employees through trust, knowledge, and teamwork on customer relationship management systems (Salesforce & InPlace), displaying a deep knowledge of systems and processes.

Team Lead, Prelicensure/BSHI | Western Governors University   **Jun 2018 – Sep 2019**
- Supervised and trained team of 5.
- Problem solved by crafting multiple training documents using Excel, Word, and PowerPoint, to create consistent and efficient knowledge and training amongst current employees.
- Proven ability to balance multiple priorities and adapt to changing business needs.
- Demonstrated ability to critically evaluate information, identify risk and opportunities, while possessing creative problem-solving skills when piloting new document sharing system for team to use.

AWARDS

Nominated by mentor for exemplary work to showcase as examples for other students, CareerFoundry **2022**

WGU Owl of the Year, Western Governors University (employee) **2019**
- *Demonstrates excellence in leadership, inspires, and encourages growth in others, adapts to change, and helps lead change, demonstrates commitment to student and team success, models and cultivates others abilities and talents.*

Excellence Award in Accreditation Audit Course, Western Governors University (student) **2017**
- *When an evaluator/grader identifies the work as exemplary, he/she/they may nominate an exceptional performance submission that is passed on the first attempt with the highest available score on each aspect of the assessment.*