

CAROLINE CHRISTY

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Data Analyst

Results-driven data analyst with SQL expertise and a focus on producing comprehensive reports, KPIs, and dashboards for competitive analysis, sales contracts, and dealer mapping. Skilled in Salesforce integration, metrics management, and report enhancement. Proficient in Microsoft SQL, Access, Tableau, and Power BI.

CAREER HIGHLIGHTS

- Automated a \$13 million program monitoring the progress of over 100 dealers, replacing a manual report with formulas and errors. Leveraged SQL and Informatica to code a direct data extraction system, enhancing accuracy and efficiency. Streamlined monthly reporting for informed decision-making and program success.
- Developed and implemented interactive dashboards using SQL and reporting tools. Leveraging SQL expertise, creating dynamic and visually appealing dashboards that allowed stakeholders to explore data and gain insights at a glance. These dashboards facilitated data-driven decision-making, providing a holistic view of key performance indicators and metrics.
- Collaborated with cross-functional teams to design and deliver customized reports, leveraging SQL skills. Worked closely with stakeholders, including account managers, distribution managers, and sales teams, to understand reporting requirements. Developed tailored SQL queries and utilized reporting tools to deliver insightful, actionable reports supporting specific needs and driving business growth.
- Acted as the sole point of contact for 20+ customers at APA Color Graphics, responding within 24 hours to all questions and requests while consulting with vendors on the purchase of specialty parts required for job production.
- Managed up to 30 employees simultaneously during regular business hours and reported on events daily while overseeing operations for two aquatic centers for Gwinnett County Parks and Recreation.

SKILLS & EXPERTISE

Data Analysis | Statistical Analysis | Microsoft SQL Server | Dataset Management
Solutions Development | Analytics Adoption | Process Improvements | Streamlining
Stakeholder Management | Team Collaboration | Model Development | Problem-Solving

PROFESSIONAL EXPERIENCE

Data ANALYST | AGCO Corporation | Duluth, GA

2022 – Present

- Produced monthly Competitive Market Analysis (CMA), Sales Contract Summary, and Key Performance Indicator (KPI) reports, leveraging SQL and data analytics expertise. These reports effectively delineated dealer and contract mapping, consolidated market share bonus performance, and provided comprehensive dashboards for termination and customer value activities.
- Assumed responsibility for updating the Dealer Excellence Program, a critical aspect of which included Salesforce integration by uploading unique codes. This involved managing various metrics such as Net Promoter Score (NPS), sales training, presell initiatives, part performance index, service performance index, finance penetration, and absorption.
- Employed SQL to modify existing reports, model data, and generate new reports, resulting in significant improvements to Ziegler's monthly reports and the Customer Nurture Program. These enhancements ensured that Field Account Managers (FAMs) and Regional Account Managers (RAMs) were promptly informed about customer list transfers to dealers, optimizing operational efficiency.
- Utilized Access and SQL to meticulously document updates related to new dealers, maintaining an up-to-date Monthly Active Dealer Listing Report. This involved capturing crucial information such as county changes, longitude and latitude adjustments, and new dealer additions, facilitating accurate and comprehensive reporting.
- Collaborated with the Global team in designing tools and reports, focusing on utilizing SQL and data analytics to support decision-making processes for the dealer network.
- Designed customized reports using Tableau and Power BI to cater to the specific needs of account managers, distribution managers, and sales teams. These reports provided valuable insights and enabled informed decision-making by leveraging robust visualization capabilities.

PROJECT MANAGER | APA Color Graphics | Norcross, GA

2021 – 2022

- Successfully managed major corporate accounts including Dunkin Donuts, Baskin-Robbins, Arby's Restaurant Group, and Popeye's Louisiana Kitchen, serving as the primary point of contact and account manager.
- Provided expert consultation to vendors for the procurement of specialized parts necessary for job production, effectively managing relationships with over 20 customers and consistently responding to inquiries and requests within a 24-hour timeframe.

- Collaborated closely with clients' design, marketing, and PR teams to accurately determine project requirements, facilitating seamless communication between internal and client teams. Monitored clients' quarterly and annual projection reports to proactively anticipate product demands.
- Implemented a comprehensive inventory reorganization and optimization strategy, resulting in streamlined stocking processes. Maintained a centralized database to effectively track all inventory, resulting in a 30% reduction of excess inventory for future use.
- Introduced new procedures for tracking the shipping schedule, ensuring accessibility and clarity for all staff members, thereby enhancing overall efficiency and communication.

ACCOUNTING CLERK | Rick Case Automotive | Duluth, GA

2019 – 2020

- Collaborated with Human Resources to efficiently enter new hires into the payroll system.
- Reviewed and analyzed legal documents prior to completing processing of sales and collected all required documentation to post deals into the CDK system.
- Counted cash, processed checks, and prepared and executed deposits for five separate dealerships.
- Performed administrative duties to optimize productivity, including answering phones, entering data, and filing and faxing documentation and correspondence.

AQUATIC CENTER MANAGER | Gwinnett County Parks & Recreation | Norcross, GA

2013 – 2019

- Oversaw operations for two aquatic centers under the direction of the supervisor, reported on events daily, and managed up to 30 employees simultaneously during regular business hours.
- Assessed and maintained facility equipment regularly, coordinated equipment repairs as needed, calculated, and recorded daily cash deposits, and handled numerous other operations functions to streamline workflows.
- Created a weekly staff schedule for 50+ employees and implemented changes as required to ensure adequate coverage, communicating all updates directly with staff members.
- Developed a comprehensive strategy for managing the annual kids' triathlon, optimizing employee and participant safety by writing out lanes for lifeguards, explaining layouts and plans to staff and kids, and creating a distributing a detailed document for all relevant Parks and Recreation employees.

EDUCATION & TRAINING

Georgia Gwinnett College, Lawrenceville, GA | 2021Bachelor of Business Administration – Management**Georgia State University-Perimeter College**, Dunwoody, GA | 2018Associate of General Studies**Additional Education:** Georgia Institute of Technology – Data Science and Analytics | 2023

TECHNICAL SKILLS

Microsoft Office (Word, Excel, PowerPoint, Power BI) / QuickBooks / Python / Microsoft SQL / VBA Scripting / Tableau / Panda / Postgre SQL

HONORS & AWARDS

Lifeguard of the Month (2016) – Gwinnett County Parks and Recreation / Water Safety Instructor of the Year (2015) – Gwinnett County Parks and Recreation

PROFESSIONAL AFFILIATIONS

Project Management Institute (PMI)

INTERESTS

Travel, Reading, Cooking, Tennis, Golf