

## **Knowledge/Skills/Abilities**

I've been an Experience Data Analyst for Homes.com for eight years with on the job training in MySQL, MS SQL, Mongo, PHP, Python and project management. I'm highly skilled in Microsoft Office programs with emphasis on Excel and complex spreadsheet formulas. I have the ability to quickly master system that I'm not familiar with, and am able to build and motivate large teams. I received my PMP in December of 2023.

## **Education and Certifications**

- PMP – Project Management Institute.
- Daytona State College - Bachelor of Applied Science in Supervision and Management w/focus on Project Management
- Florida State University - Associate of Arts Degree
- Gulf High School - Diploma

## **Professional Experience**

### **Homes.com - Experienced Data Analyst (July 2015 – Present)**

Leading a small team of data analysts both in person and remotely which is responsible for management of incoming listings from 700+ data sources that are then stored in multiple databases that need to be accurately geocoded, have images processed and sent off to multiple downstream sources. In this position, I am also responsible for customer contact with high level enterprise customers, account management, the processing of over 3.5 million listings, and thousands of real estate agents' profiles on Homes.com and Homesnap.com. We run daily standup meetings and bi-weekly planning and retro meetings where we groom product backlogs for both features and bugs.

### **Tiki Web Services - Project Manager (2008 – Present)**

Handle project coordination with key stakeholders, determine project requirements, groom backlog, and implement change requests. Projects include an animal rescue organization at [www.ecahanimals.org](http://www.ecahanimals.org) and a video game music podcast at [www.levelwithemily.com](http://www.levelwithemily.com).

### **Homes.com - MLS Compliance Group Manager (July 2014 - July 2015)**

Responsible for managing and supervising a team that verified website compliance of MLS standards. Personally responsible for maintaining the business relationships of over 800 MLS Boards in the US with Homes.com, ensuring that data feeds stayed up to date and available for our clients to use. Ran weekly planning meetings discussing project management and weekly status meetings with high level officers of the company. I additionally built several statistical and quick information systems that led to a number of successes resulting in no downtime.

### **Homes.com - Customer Support Manager (February 2012 - July 2014)**

Responsible for building the new customer support division, responsible for over 5,000 clients and 30+ customer support representatives. Built brand metrics, customer support representative metrics, setting performance standards and customer support standards for high demand clientele. Personally built and implemented a metrics tracking system that tracked historical indications of goals set for the team by management that was utilized in monthly one on one meetings and summarized during weekly team meetings.

### **Florida Petroleum Marketers & Convenience Store Association - Director of Events / Office Manager (October 2004 - January 2012)**

Plan, conduct, and participate in statewide events such as committee meetings, trade shows, legislative conferences and one-on-one meetings with legislators and government representatives. Acquiring sponsors, exhibitors and attendees for all meetings and events, including the Sunshine Food and Fuel Expo, which had gross revenues of approximately \$400,000. Planning and submitting weekly, monthly, quarterly and annual publications with articles, advertisements and layout decisions. Design and implementation of several web based registration systems and several internal task tracking systems. Responsible for various office tasks including answering phones, answering member questions, making copies, sorting mail, hiring new staff, filing payroll, scheduling/supervision of all paid interns and office repairs. Create and maintain a digital membership directory to be used for annual printed and online versions. Responsible for Tradeshow/Expo duties, including managing exhibitor contracts, attendee registration, exhibitor/attendees welcoming materials, payment processing and signage.