

Contact

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Address

1507 Tenth Ave N,
Nashville, TN 37208

Education

2022

The University of Tennessee, Knoxville

Bachelor of Science Business Administration

Major: Business Analytics

Concentration: Information Management

Skills

- Python
- Structured Query Language
- R Studio
- Tableau
- Visual Basic/ Visual Basic Applications
- Microsoft Office
- Google Suite
- Salesforce

Languages

- English
- Spanish

Links

- <https://jovannesaldierna.shinyapps.io/FinalShiny/>
- www.linkedin.com/in/jovanne-saldierna-7263161bb

Jovanne Saldierna

Professional Summary

Results-driven data analyst proficient in Python, R-Studio, Tableau, and SQL, with a proven track record of translating data into actionable insights from relational and unstructured databases. As a self-motivated leader, I actively pursue training and education to enhance my expertise and excel in collaborative team environments. Being a dynamic business student, I'm eager to apply my analytical and coding skills to real-world challenges and contribute to data-driven success.

Experience

October 2022 - Present

Dell Technologies | Nashville, TN

Small Business Advisor

- Managing a portfolio of over 100 small business accounts, forging strong client relationships, and addressing their needs on a daily basis.
- Utilizing analytics tools such as Salesforce to effectively oversee customer interactions and sales operations, ensuring accurate reporting of crucial customer analytics metrics leading to a 260% rise in quota achievement between Quarter 1 and Quarter 2.
- Leveraging exceptional communication skills and a customer-centric problem-solving approach, to foster a collaborative work environment that facilitates data-driven decision-making.
- Staying up-to-date on industry trends and product knowledge, continuously expanding my expertise to better serve customers and contribute to the success of Dell.

May 2021 -August 2021

Upper Shore Framing LLC | Elkton, MD

Carpenter Apprentice

- Supervised 30 worksite personnel to ensure consistently high levels of quality and performance.
- Collaborated with the project management team to handle and negotiate site-related engineering changes.
- Managed payroll data and maintained accurate attendance records while ensuring timely and well-conditioned delivery of materials to the job site.

Relevant Projects

Business Analytics Application, *The University of Tennessee Interactive Tourism App for the Regions in Australia*

- Developed an interactive application utilizing R Studio and Shiny R to visualize comprehensive tourism data for Australia, featuring 11 unique plots categorized by trip purpose and geographical region.
- Conducted in-depth data analysis and implemented data cleaning procedures on 50,000 data entries to ensure data accuracy and integrity.

Business Analytics Case, *The University of Tennessee University of Tennessee Alumni Donors*

- Designed and delivered a Microsoft PowerPoint presentation that forecasted Alumni donations by identifying critical influencing factors
- Developed a predictive model achieving 95.01% accuracy in forecasting alumni donations, outperforming the naive model by 7.71%
- Conducted data analysis on over 100,000 data entries and visualized using R-Studio and Tableau to effectively communicate insights.
- Leveraged data-driven insights to make informed decisions regarding the prioritization of key drivers.