

# Nikki Iams

Data Analyst

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## Education

### Bachelor's degree in Data Analytics at Duke University, Durham, NC

Sep 2014 - May 2019

I was able to gain a better understanding of how businesses function and the different types of data that they use on a daily basis. I also became proficient in using Excel and SQL, which are essential skills for any data analyst.

## Links

[linkedin.com/in/nikkiiams](https://www.linkedin.com/in/nikkiiams)

## Skills

SQL

R

Python

Excel

Tableau

Data mining

Statistical analysis

## Languages

English

Bengali

## Profile

I have over three years of experience as a data analyst. In my previous roles, I was responsible for collecting and analyzing data to help improve business outcomes. I have strong analytical and problem-solving skills, which has helped me identify trends and develop strategies to increase efficiency and optimize performance. I am also experienced in using various statistical software programs to analyze data sets, including Excel, SPSS, and R.

## Employment History

### Data analyst at Insurance Data Management, Inc. (IDM) - North Carolina

Feb 2022 - Present

- Successfully cleaned and organized data sets with over 100,000 rows and 10 columns in Excel, using various formulas including VLOOKUPS.
- Analyzed said data sets to identify any trends or correlations between different variables.
- Created pivot tables and charts to better display findings for presentation to upper management.
- Worked with team of 4 other analysts to forecast future sales growth for the company overall as well as individual products.
- Forecast was within 2% accuracy when compared against actual numbers 6 months later.
- Identified areas where the company could save money by streamlining processes; saved \$5 million annually.

### Business intelligence analyst at Data Analytic Solutions LLC - New Jersey

Sep 2019 - Dec 2021

- Led the development of a data warehouse that increased reporting accuracy by 50%.
- Managed a team of 4 analysts in developing KPIs and monthly reports.
- Implemented new software to streamline data collection which decreased analysis time by 40%.
- Negotiated with vendors to purchase hardware at 25% below industry standard.
- Wrote SQL queries to extract data for 100+ reports each month.
- Created dashboards in Tableau that allowed upper management quick access to results without having to request specific reports.

## Certificates

### CompTIA A+ (Computing Technology Industry Association)

Mar 2021

### MTA: Database Fundamentals (Microsoft Technology Associate)

Sep 2019

### CIW Database Specialist (Certified Internet Web Professional)

Aug 2018