

NICOLE BERGEN

Data Analyst, MLIS

nicole.jayne.bergen@gmail.com

587-216-3756

nicolebergen.ca

github.com/NJB7

linkedin.com/in/nicolejbergen/

Skills & Abilities

- Teamwork
- Communication
- Organization
- Self-motivation
- Problem-solving
- Multitasking
- Analytical
- **Proficient with:** Microsoft Word, Excel & Powerpoint, Salesforce, Tableau, CRM Analytics, DemandTools
- **Experience with:** SQL (MySQL & BigQuery), Python (inc. pandas & matplotlib), VBA (macros), VS Code
- **Learning:** R, GitHub, French, Arabic

References

Chris Wardzinski

DATA TEAM LEAD

THE MUSTARD SEED

chris@wardz.ca

chris.wardzinski@theseed.ca

Sandra Grills

FORMER PRODUCTION &
OPERATIONS DIRECTOR, WORDFEST

grills.sandra@gmail.com

403-921-6107

Donna Sharpe

STAGE MANAGER

donnasharpe@shaw.ca

403-919-7858

WORK & VOLUNTEER EXPERIENCE

Development Data Analyst (2022-present)

THE MUSTARD SEED

- Analyse data in Salesforce about donors, prospective donors, and donations
- Find trends regarding donations and donation campaigns
- Develop CRM Analytics & Tableau dashboards to visualise this data
- Develop secure financial reports in Tableau
- Develop reports for donor officers, the contact centre, finance, and management
- Upload new donation and subscriber data into Salesforce using DemandTools
- Connect Marketing Cloud, Cloud Budget and FinancialForce/Certinia into the CRM Analytics Data Manager

Production & Operations Associate (2019-2022), Administrative Assistant (2018), Volunteer (2015-2017)

WORDFEST

- Salesforce administrator—manage data imports & exports, reports, and building and connecting objects and fields
- Develop record management, archival, and retention practices & procedures
- Connect with schools about opportunities for events with authors, schedule events
- Cost supplies, track inventory for office and venues

Stage Manager (2016-2022), Assistant Stage Manager (2009-2022)

CALGARY OPERA

- Communicate the director's needs to all departments
- Coordinate with department heads
- Track and record all technical and performance elements
- Attend and notate all rehearsals and production meetings.
- Run rehearsals and performances
- Adapt to adverse outdoor conditions during the summer festivals

EDUCATION & AWARDS

Data Analytics Professional Certificate (2022) GOOGLE ON COURSERA

- Overview of data collection, cleansing, analysis, visualization, SQL & R

Python Basics for Data Science (2021) IBM ON EDX

- Overview of Python programming for data management & analysis

MLIS (Masters of Library and Information Studies) (2019)

UNIVERSITY OF ALBERTA

- Leadership and Management Principles
- Government Information inc. finding government data
- Digital Libraries, New and Emerging Technologies, Database Design inc. MySQL
- Records Management inc. retention & metadata, Knowledge Management
- Research in Libraries and Information Studies, inc. research design & ethics
- Intellectual Freedom & Social Responsibility