



# Anthea Carlyn Caro

**Data Analyst | Project Manager | Client Success Executive |  
Customer Care Manager | Executive Assistant to the CEO**

**PORTFOLIO:** [datascienceportfol.io/techable](https://datascienceportfol.io/techable)

+639154619559  
[carlyn@techable.io](mailto:carlyn@techable.io)  
[techable.io](https://techable.io)

A strategic **manager** with over 8 years of experience in delivering client-centric services that increase team efficiency, sales, client service levels, and customer satisfaction through skilful project management and empathetic leadership skills.

**Objective:** to help businesses make data-driven decisions as I gain technical experience in the field of Tech and Data Analytics

## SKILLS NOT LIMITED TO

### DATA ANALYTICS:

- ❖ SQL queries
- ❖ Data Viz Using Tableau And
- ❖ Programming in RStudio
- ❖ Reporting with R Markdown
- ❖ Viz In Spreadsheets
- ❖ Power Bi Foundations
- ❖ Build And Train Users For New Dashboards
- ❖ Data Mapping and Management

### PROJECT MANAGEMENT:

- ❖ Strategic Business Planning
- ❖ Mapping Customer Journey
- ❖ Streamlining Workflows
- ❖ Fault Finding
- ❖ Agile Methodologies
- ❖ Big Picture Thinking
- ❖ Technical Troubleshooting
- ❖ Confidence-Based Estimates
- ❖ Team Management
- ❖ Data-driven Project Scoping

### CLIENT SUCCESS MANAGEMENT and EXECUTIVE ASSISTANT ROLES:

- ❖ Business Analysis
- ❖ Corporate Communications
- ❖ C Level Executive Relations
- ❖ Start-up Experience
- ❖ Effective Negotiations
- ❖ Client Retention
- ❖ Impact Assessment
- ❖ Start-up Thinking

## TOOLS | TRAININGS & CERTIFICATIONS | SAMPLE ANALYSIS

### TOOLS:

- ❖ Google BigQuery
- ❖ Tableau
- ❖ RStudio
- ❖ HubSpot
- ❖ Asana
- ❖ Trello
- ❖ G Suite
- ❖ Microsoft Office
- ❖ Monday.com
- ❖ ChatGPT
- ❖ Bard.google.com
- ❖ CRM/CSM platforms

### Project Management Certificates:

[Foundations of Project Management](#)  
[Project Initiation: Starting a Successful Project](#)

### Data Analytics Certificates:

[Foundations: Data, Data, Everywhere](#)  
[Ask Questions to Make Data-Driven Decisions](#)  
[Prepare Data for Exploration](#)  
[Process Data from Dirty to Clean](#)  
[Analyze Data to Answer Questions](#)  
[Share Data Through the Art of Visualization](#)  
[Data Analysis with R Programming](#)



## LATEST PROFESSIONAL EXPERIENCE

### [Step Change - Australia](#)

Senior Client Success Executive

Jul 2021 - Jun 2022

As a contractor, I provided senior-level customer service, client relations, project management, project coordination, and client success services to Step Change. I also managed the company's retainer clients' business needs and spearheaded the production team's goals

#### Key contributions:

- **Business Analysis** to achieve consistent positive results by booking weekly meetings, addressing concerns promptly, and mitigating and rectifying undesirable outcomes.
- **Crafted OKRs** for content writers, digital designers, and video editors to align the production team and deliver specific and time-bound goals.
- **Initiated the development of a system for measuring production work output**, which allowed team leaders to manage their team's time better and communicate estimated delivery time (ETDs) to clients.

### [Emergency Trade Services - Australia](#)

Dec 2016 - Apr 2021

Executive Assistant to the CEO | Project Manager | Customer Care Supervisor | Trade Procurement & Compliance

I led special projects that drove company growth and expansion, working closely with the Operations Manager and CEO. I also recruited, trained, and managed new employees while exploring new technologies and tools to improve efficiency. Maintained B2B relationships and audited company policies for compliance certifications cost-effectively.

#### Key contributions:

- **Developed and implemented contingency plans that increased overall output by 300%**. This was achieved by establishing contractual recruitment in the Philippines, which helped to address seasonal workload backlogs.
- **Stabilized Business Partner relationships** by creating a process that addressed partners' needs and encouraged collaboration. This resulted in an improvement of lifecycles by 50% and an increase in administrative workload capacity. I managed over 500 trade partner accounts across Australia.
- **Formulated security & general policies**, including agreements with contractual staff on compensation and work responsibilities and non-disclosure agreements for B2B correspondence.
- **Tested and implemented new systems and technologies** to manage data for operations and sales leads. This included introducing HubSpot and other CRMs, as well as integrating digital processes to increase team efficiency.
- **Secured licenses and certifications for the business** to improve quality compliance, which increased client reach by approximately 50% annually.
- **Expanded the company's client base** by obtaining the qualifications to certify for the National Disability Insurance Scheme (NDIS)
- **Directed and coordinated the transition requirements** for another venture that the company has started in the PAAS industry.
- **Researched and analysed incorporation in foreign countries**
- **Represented the CEO in meetings or demos**, which may or may not have required business decisions.

## OTHER RELEVANT EXPERIENCES

### [Pablo's Cafe - Port Barton](#)

Personal Business Venture

Managed resources, customers, vendors and staff in this personal cafe venture while on a career break. We served great coffee! 😊

9 months

**eBay Australia**

Sales Assistant for ePerformax

1 year

Explained eBay listing policies and algorithms to eBay sellers and addressed any related merchant concerns to make selling on eBay easier for them.

**Author Solutions**

Publishing Consultant

6 months

Making cold calls to aspiring American Authors to consider self-publishing their manuscripts with the companies I represented.

**Google Checkout**

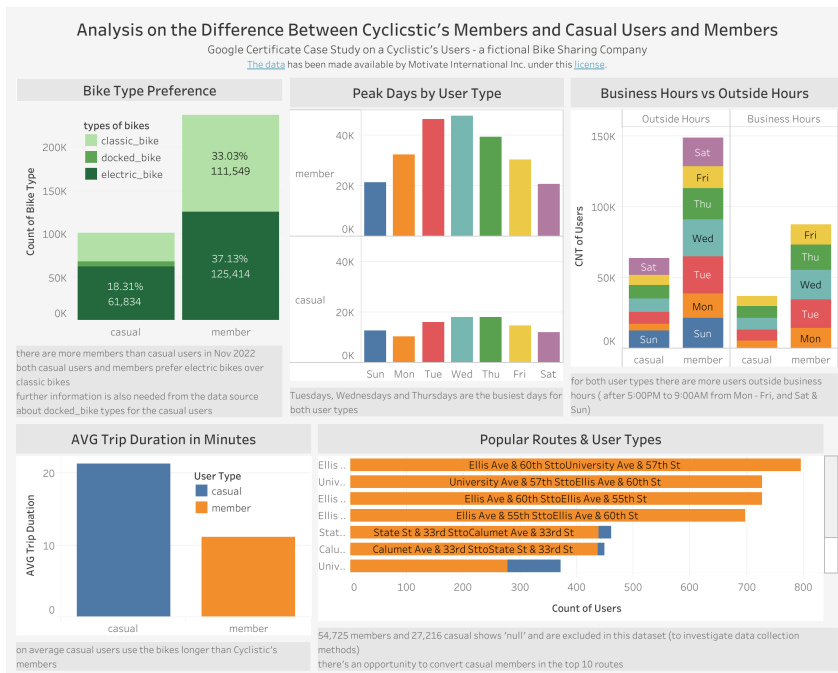
Technical Support Tier 1 at Concentrix

6 months

Hired for a Google Pioneer Team in the Philippines to assist in the transition of the product users of Google Checkout to Google Walle.

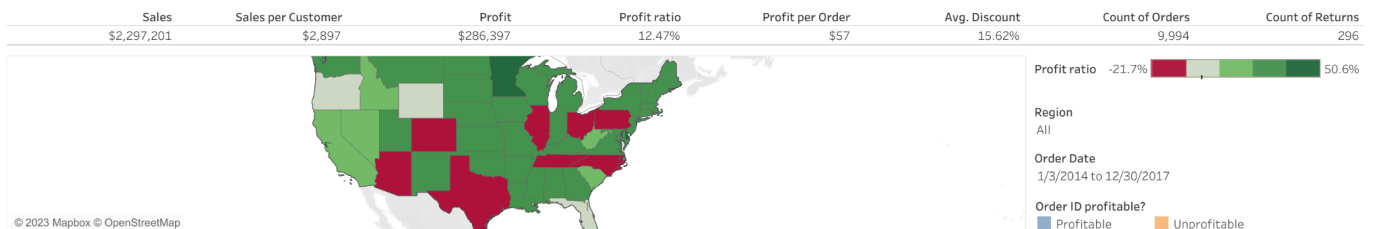
**SAMPLE ANALYSIS**

**Case Study: Bike-sharing Company Analysis**

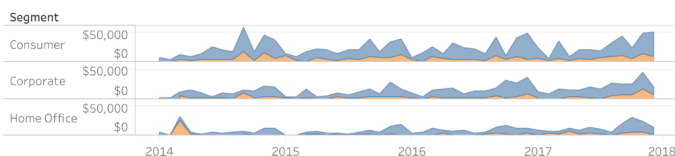


**Sales and Profit Ratio Dashboard**

Executive Overview - Profitability (Alabama, Arizona, Arkansas and 46 more)



Monthly Sales by Segment - State: Alabama, Arizona, Arkansas and 46 more



Monthly Sales by Segment - State: Alabama, Arizona, Arkansas and 46 more

