ERIC HANAWAY

Data Analyst - Project Manager

SUMMARY

Project Manager & Data Analyst with expertise in HMIS, Python, SQL, and Tableau. Experienced in leading data quality initiatives and training teams to improve housing outcomes.

EXPERIENCE

HMIS Project Manager - Data Analyst, 11/2023 to Current
Amador Tuolumne Community Action Agency (ATCAA) - Jackson, California

- Manage the Homeless Management Information System (HMIS) for four counties, ensuring accurate tracking and reporting of housing program outcomes.
- Oversee data quality and compliance, reducing reporting errors through quarterly audits and aligning outputs with federal and state guidelines.
- Design and deliver HMIS trainings for staff and partner agencies, increasing adoption of best practices and improving reporting accuracy.
- Develop dashboards and reports (Tableau, Excel) for leadership and funders, enhancing data-driven decision-making and strategic planning.
- Collaborate with 12+ community organizations to integrate data across programs, strengthening regional housing initiatives.

Mortgage Loan Officer, 10/2005 to 12/2016
Self Employed

- Built and managed a successful mortgage brokerage, generating business independently through client referrals and marketing.
- Directed a team of escrow officers, notaries, telemarketers, and processors to ensure smooth and timely loan closings.
- Calculated loan terms, advised clients on financing options, and successfully closed dozens of residential and commercial loans.
- Consistently achieved high client satisfaction and repeat business through personalized service and clear communication.

EDUCATION

Bachelor of Science, Physics, 06/2022
University of California, Davis - Davis, CA

CONTACT

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WEBSITES, PORTFOLIOS, PROFILES

- linkedin.com/in/eric-hanaway
- http://www.erichanaway.com
- https://github.com/erichanaway

SKILLS

Data Analysis & Tools: Python, SQL, Tableau, Power BI, Microsoft Excel, NumPy, Pandas, Statistics

Project Management & Leadership: Data Quality Oversight, Compliance Reporting, Staff Training, Cross-Agency Collaboration

Technical Reporting: Federal & State HMIS Reporting (PIT, HIC, APR), Dashboard Development, Data Visualization

HONORS AND AWARDS

- **University of California Merit Scholarship** — Awarded in recognition of outstanding academic achievement (2019).

LICENSES & CERTIFICATIONS

Google Data Analytics Certification, Google, **11/2023**

HMIS Data Analyst Certificate, **08/2024**

ATCAA - ACCOMPLISHMENTS

Background & Role
- Began with no prior HMIS experience; quickly learned the system and identified weaknesses across a four-county Continuum of Care (12 agencies, ~80 users).
- Created a plan to strengthen data quality, user training, and reporting efficiency.

Key Contributions
- **Training & Capacity Building**:
  Designed and delivered new HMIS training strategies.
  Produced video tutorials, led large onsite group trainings, and partnered with agency heads to tailor training plans.
- **Data Quality Improvements**:
  Established a regular data-cleaning and reporting cycle.
  Implemented quality standards and routine feedback reports, leading to higher accuracy and accountability among agencies.
- **Data Analytics & Reporting**:
  Applied Python and SQL to uncover system weaknesses and support agencies in improving client services.
  Completed the 2024 Longitudinal System Analysis (LSA) for HUD in **1 week**, a process that previously took the CoC **2 months**.

Impact
- Raised overall system performance and reliability across the Continuum of Care.
- Enhanced training culture, making data quality a shared responsibility among staff and partner agencies.
- Provided leadership with faster, clearer reporting for strategic decision-making.