Barrett White

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EDUCATION

University of North Carolina, Chapel Hill   **August 2022 – Current**

Major(s): Data Science, Physics | Concentration(s): Quantitative Finance | GPA: 3.5

EXPERIENCE

[Business Support Representative]
Tennessee Valley Authority - 05/2024-05/2025

- Created scoring measures for new business development ideas for the company to increase objectivity in business decisions.
- Worked with large sets of energy usage data to calculate carbon emissions and inform large direct serve customers.
- Developed multiple Power BI dashboards to streamline data usage for business units.

[Business Analyst Intern]
Capital One - 06/2025-08/2025

- Analyzed 7B+ clickstream data points from customer service agents using SQL and Python to uncover behavioral learning patterns and how to optimize them
- Identified potential gaps in learning that, if closed, could double customer service scores and reduce agent error rates by ~40%
- Delivered a data-backed business recommendation to company executives, resulting in $3.8 million dollars saved annually, an increase in customer service scores, and a decrease in agent error rates.

[Customer Review Abstract Sentiment Analysis] | *Carolina Data Challenge*

- Collaborated with a team to extract customer reviews from an online API for hundreds of locations across various cities in Europe.
- Translated reviews and conducted sentiment analysis to identify the most descriptive words associated with each city based on user feedback.
- Analyzed over 600,000 data points to create visualizations highlighting key descriptive terms, as well as the most common positive and negative phrases for each location, providing actionable insights for audiences.

SKILLS

- Programming: Python, C++, R, SQL
- Visualization: Tableau, Power BI, Matplotlib, Seaborn
- Tools: Snowflake, GitHub, Jupyter, Excel
- Machine Learning: Scikit-Learn, NLP, XGBoost, Regression Techniques

AWARDS

- 1st place in the State Division for Network Design in FBLA.
- Top 10 in the State Division for Securities and Investments in FBLA.
- Awarded the rank of Eagle Scout in Scouts BSA organization.
- Section Leader for Marching Band Percussion.