Travers La Ville

Austin, Texas, United States

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<https://github.com/DevTrav>

# Summary

# Data Engineer with a background in software development, Dev Ops and skills in Excel, VBA, Python, and certified from University of Texas at Austin in Data Analysis and Data Visualization.

# Insatiable intellectual curiosity and ability to mine hidden gems located within large sets of structured, semi-structured, and raw data.

# Enjoys leveraging background and skill set to support detailed and efficient analysis.

# Recently completed a web scraping project using, Python, Selenium, JavaScript, and

# Flask to visualize current articles about Mars missions and general “Red planet” data.

# Strengths include stringing sentences together from alphabet soup, a seasoned "cat herder" and experience collaborating across diverse, distributed global teams.

# Technical skills

Languages: Python 3.6.4, SQL, R, HTML/CSS, JavaScript, CSS, CSS3, HTML5, JSON

Data Manipulation & Visualization: Pandas, Numpy, Matplotlib, Plotly, BeautifulSoup, Jupyter Notebook, Tableau, Spark, PySpark, Google Colab

Database: MySQL 5.7, MongoDB, SQLAlchemy, Access, PostgreSQL

Other: Flask 1.0, RStudio, VS Code, tidyverse, Heroku, Git, Bash, Leaflet, Selenium, MapBox, Amazon S3, Google Colab, Microsoft Office Suite

# Project section

Web Scraper | https://github.com/DevTrav/Mission-to-Mars

Web-scraping application to retrieve information on future missions to Mars.

Role: Sole author

Tools: Boostrap4 Grid Layout method used with media queries for website responsiveness, HTML, CSS, Python, Flask, JavaScript

Extract Transformation Load pipeline |https://github.com/DevTrav/Movies-ETL

A demonstration of an end-to-end automated pipeline that takes in raw data from Wikipedia, MovieLens and The Movie Database, then performs the appropriate transformations and finally loads the data into existing tables connected to a database

Role: Sole author

Tools: Python 3.7.9, Anaconda 4.9.2, Jupyter Notebooks 6.1.4, PostgreSQL 4.28

Earthquake Tracker | https://github.com/DevTrav/Mapping\_Earthquakes

Map using Javascript and APIs to track weekly earthquake magnitudes.

Role: Sole author

Tools:JavaScript, D3.js library, HTML, CSS, Leaflet.js, Mapbox, GeoJSON

# Experience

## Business Owner | Developer| Consultant

### La Ville Solutions

2017 - Present (5 years 9 months +)

* Provided various technical services for multiple local businesses Project scoping and creation of statements of work
* Implementation and customization of Content Management Systems (Wordpress, Spacecrafted, Magento)
* Contributions to custom PHP application (Coffee App)

## Technical Support Engineer

### Atlassian

Aug 2019 - Feb 2022 (2 years 7 months)

Austin, TX

* Conceptualized customer Cloud configuration and custom development issues and responding to customer product questions.
* Leveraged Dev Ops experience and operational know-how to not only identify gaps and opportunities but also to suggest operational improvements.
* Drove collaborative discussions within a globally distributed team, challenged thought processes, and encouraged peers to see them through.
* Ensured that customers have a positive experience with Atlassian Cloud products.
* Understood customer use cases, perform troubleshooting, devise and implement workarounds to product bugs.
* Worked with APIs, scripts, REST payloads, REST endpoints, Atlassian product Integrations and 3rd party products to make recommendations to resolve customer issues.
* Provided ad-hoc guidance to customers, internal teams, Atlassian Solution Partners and others regarding how to properly implement any of these Atlassian Cloud products - Jira Work Management, Jira Software, Confluence Cloud, Opsgenie, Statuspage or Jira Service Management.

Confluence Select Support Engineer secondment

* Designed and submitted a business plan for a 90-day talent-share experience with the Confluence Select team and the DevOps Cloud team.
* Worked with management and senior-level management to author the cost-benefit analysis.
* Quickly absorbed the Java technology stack, application debug strategies and successfully embedded with the team dynamic.
* Demonstrated a significant ability in relational database queries, concepts and configuration of use case environments.

### BrandMuscle

### Multiple positions

2014 - 2017 (4 years)

Austin, TX

Project Lead/Project Manager, Marketing Reporting Suite

* Managed multiple technical marketing projects for many Enterprise Customers (BMW, Sprint, Farmers) Formulated comprehensive test plans to be used during software migration
* Daily creation and management of dynamic web content (marketing, e-commerce) within various CMS's Ongoing QA and UAT for multiple customer websites, worked closely with design and development teams to resolve discrepancies
* Authored, edited and published ongoing training videos/webinars Business Analyst, Account Reconciliation
* Developed over 50 complex analytical queries in SQL to create graphic dashboards
* Regularly surfaced and resolved payment discrepancies and transactional disputes from custom in- house reporting suite
* Lead weekly meetings with global team to address and resolve ongoing issues
* Promoted to Project Lead/Project

Manager Client Service Representative / Account Manager

* Maintaining client/business-to-business relationships
* Responsible for resolving financial data discrepancies above $1 million threshold for ongoing projects Responsible for quarterly project scheduling and budget establishment
* Coordinate staffing needs for project support while adhering to project launch schedules
* Promoted to Business Analyst Account Reconciliation

## Assistant Manager | Service Writer

### Just Brakes

2013 - 2014 (2 years)

Austin, TX

* Streamlined and digitized a hand-written process for quoting automotive service Worked daily with enterprise b2b software to manage orders and returns Identified and remedied discrepancies with billing and returns
* Authored and published corporate SOP regarding legal liability for services provided
* Actively maintained customer appointment schedules to ensure a timely customer experience Coordinated inter-office communication regarding sales campaigns and promotional offers

## Multiple Positions

### Sprint Connect, LLC.

2009 - 2013 (5 years)

Service Technician Manager

* Dramatically increased franchise sales performance and overall store ranking
* Daily process of insurance claims and new orders via enterprise order management system Collaborated with insurance companies to process approximately 1,000 device claims per month Created training procedures to on-board more than 20 additional employees
* Miscellaneous managerial duties for service technician staff Service Technician
* Resolved a multitude of issues with customer devices
* Received Sprint Service Technician Certification
* Promoted to Service Technician Manager

# Education

## University of Texas at Austin

### **Data Visualization and Analysis - Certificate**

Jun 2022 - Nov 2022

**Concordia University Texas**

### **Bachelors of Science, Computer Science**

2016 - 2018

## Austin Community College

### **Transfer, Computer Science**

2015 - 2016

## Lee College

### **Transfer, Core Curriculum**

2003 - 2009