Dustin Yansberg

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Experience

Software Engineer Co-Op

Carrier Transicold August 2022 - December 2022, Syracuse, NY

- Led a team of interns through the development of a new Python-based internal tool in a live production environment
- Performed data gathering by collaborating weekly with cross-disciplinary teams to identify areas for improvement on components of weekly build prototypes
- Increased tool's processing speed by 86% and implemented the ability to process multiple files at once, improving functionality
- Successfully integrated the new tool with 100% success rate into the organization's existing systems
- Reduced over 25% of resources needed to process substantial amounts of data
- Contributed to the organization's overall efficiency and effectiveness in data processing

Associate Agent, Lead Agent

Redfin   November 2016 - August 2022, Seattle, WA

- Maintained a 5-star customer satisfaction rating for over five years by deploying a systematic approach that involved advanced interpersonal communication skills.
- Recorded detailed and concise documentation to ensure information parity with all team members.
- Collected and analyzed data to assess home values, market conditions, and performed market forecasting.
- Conducted presentations to convey market conditions and winning strategies resulting in client retention and increased revenue capture.

PROJECTS

Customer Relations Management Tool; Java

Western Governors University • March 2023

- Designed and executed a sophisticated project with a DAO (Data Access Object) pattern to ensure efficient and streamlined CRUD operations.
- Developed an innovative GUI-based program, enabling employees to seamlessly view, add, edit, and delete customer profiles and appointments with ease and precision.
- Successfully utilized advanced Java programming skills to manipulate a complex SQL database, ensuring data consistency and seamless availability across multiple platforms.

Sentiment Analysis on Customer Reviews; Python, Google Colab

Personal Project • June 2023

- Utilized Python to perform sentiment analysis on reviews of products and services from multiple platforms.
- Performed data cleaning and text analysis to successfully prepare data for EDA which led to the identification of crossover words for removal.
- Applied multinomial Naïve Bayes algorithm to produce a final model with over 80% accuracy in sentiment classification.

EDUCATION

Bachelor of Science in Computer Science

Western Governors University • Seattle, WA • July 2023

Software Development Boot Camp

Coding Dojo • Seattle, WA • November 2023

CERTIFICATIONS

ITIL Foundation Certificate in IT Service Management ITIL • 2023
Certified in the standardized structure of businesses related to Information Technology

CompTIA Project+ CompTIA • 2022
Certified in a standardized and evolving set of project management principles

SKILLS

Python, Java, C++, C, C#, MySQL, Git, Bash, HTML, FXML, CSS, Windows, Unix, Linux, Operating Systems, Computer Hardware, JavaScript, JSON, Unix, Software Engineering, Communication skills, Debugging Software, diagnostics, SDLC, Scrum and Agile Methodologies