

Eboni Brown

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SKILLS AND CERTIFICATIONS

Programming Languages: Python, SQL, VBA

Tools and Packages: pandas, numpy, scikit-learn, matplotlib, seaborn, Microsoft Excel, Tableau, AWS (Redshift, S3),

Other Skills: ETL, Collaboration, Communication, Data Storytelling, Project Planning, Virtual Tools (*Slack, Discord, Teams, Zoom*)

Certifications: [Data Analyst Associate by DataCamp](#), [Data Analytics and Visualization Virtual Experience](#)

EXPERIENCE

Corporate Trust Operations Specialist | Wilmington Trust | March 2018 - Present

- Designed and implemented an automated account termination process using VBA/macros, reducing processing time by 50% and eliminating manual errors.
- Created job aids that improved daily process efficiency by 50%, streamlining workflows and enhancing productivity.
- Collaborated with cross-functional teams to achieve project goals.
- Processed principal and interest payments for security issues worth \$5 billion per week.
- Utilized Access and Tableau to analyze and report daily termination status of accounts, ensuring effective communication with stakeholders.
- Investigated and resolved operational discrepancies by researching responses from bondholders and business partners, ensuring timely and accurate issue resolution.

Outsourcing Operations Representative | IMA Consulting | July 2017 - March 2018

- Effectively communicate with and service 60+ daily patient-customer inquiries via live messaging and phone
- Serve as customer subject matter expert & liaison between patient-customers and medical teams/hospitals
- Prioritize, analyze, and troubleshoot 40+ daily customer escalations

Data Fellow | Bluebonnet Data | August 2022 - November 2022

- Leveraged political data to enable and enhance candidate campaigns, utilizing Excel/Sheets, Python, and SQL to gain insights into voter behavior and preferences.
 - Analyzed election data for precincts and developed a mapping application to visualize data, facilitating campaign strategy.
 - Provided guidance to candidates on accessing and utilizing voter-related data from social media, advising on best practices and potential insights.
 - Extracted and integrated data from the Vote Builder database, resulting in a comprehensive dataset for informed campaign decision-making.
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EDUCATION

American Dream Academy - Google Data Analytics Professional Certificate

July 2023-Present

Coding Dojo - Data Science Bootcamp

October 2021 - February 2022

University of Delaware - Economics, BS

August 2014 - December 2017

Howard University - Mathematics

August 2012 - May 2014