Eboni Brown

ebonibrown2017@gmail.com ♦ 302 650-7691 ♦ www.linkedin.com/in/ebonilbrown ♦ https://elbrown11.github.io/webportfolio/

SKILLS AND CERTIFICATIONS

Programming Languages: Python, SQL, VBA
Tools and Packages: pandas, numpy, scikit-learn, matplotlib, seaborn, Microsoft Excel, Tableau, AWS (Redshift, S3), PowerPoint, Canva
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 inquires 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.

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