GARLAND QIU

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EXPERIENCE

EXCEDE Real Estate   September 2023 - Present
Data Analytics Specialist   *New York, NY*
- Designed and implemented real-time dashboards using **Tableau**, **Power BI**, and **Python**, improving data-driven decision-making by automating insights on rental trends and pricing
- Aggregated and analyzed data from StreetEasy and proprietary sources to enhance client insight by 50%, allowing targeted engagement strategies for high-demand areas
- Delivered user-friendly analytics dashboards that streamlined marketing efforts and earned positive client feedback

EXCEDE Real Estate   September 2023 - Present
Showing Assistant Representative   *New York, NY*
- Facilitated property showings and provided in-depth client support, ensuring an exceptional client experience
- Collaborated with agents to collect and act on feedback, aiding in deal closures and improving service delivery

NIA Community Services Network   September 2016 - February 2020
STEM Group Leader   *New York, NY*
- Taught and supported over 90 students daily in STEM-focused learning, utilizing tools like Scratch and Code.org to help develop technical skills
- Improved STEM activity design alongside instructors through feedback, increasing curriculum relevance and engagement
- Maintained and troubleshot computers and tablets to ensure smooth running of activities

86 Computer LLC   June 2015 - September 2016
Technical Support Associate   *Brooklyn, NY*
- Delivered first level support on hardware and software to customers, from basic usage to troubleshooting
- Performed system installations, updates, and other services on Windows OS and MacOS
- Provided proper recommendations of hardware according to customers' needs

PROJECTS

NYC StreetEasy Rent Prediction
- Collaborated and developed a rent prediction model with a median error of $196 from actual prices, utilizing public datasets to train the model
- Utilized **Python**, **pandas**, **scikit-learn**, and other libraries to preprocess, analyze, and model datasets

EDUCATION

The City College of New York   New York, NY
Bachelor of Science in Computer Science

TECHNICAL SKILLS

Languages: Python, SQL, C/C++, JavaScript, Java
Applications: Office365, Git, Visual Studio, VirtualBox
Visualization Tools: Tableau, Microsoft Power BI, Google Looker Studio
Certifications: CompTIA Network+, Google IT Support Professional Certificate