

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 designs alongside instructors through feedback, increasing curriculum relevance and engagement
- Maintained and troubleshooted 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

EDUCATION

The City College of New York

New York, NY

Bachelor of Science in Computer Science

CERTIFICATIONS

- CompTIA Network+
- Google IT Support Professional Certificate

TECHNICAL SKILLS

Languages: Python, SQL, C/C++, JavaScript, Java, HTML/CSS

Applications: Office365, Git, Visual Studio, VirtualBox, TeamViewer

Information Technology: Experience in using and troubleshooting Windows 8.1, Windows 10, Windows 11, and MacOS

Networking Technology: CompTIA certified knowledge with networking concepts