

Hailey Bernier

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haileybernier.github.io/Github-Portfolio

SKILLS

SQL | JavaScript | Python | Microsoft Office | AWS Cloud Service | Tableau | PowerShell | Analytical Skills | Communication

RELEVANT COURSE EXPERIENCE

- **Info Model, Store & Retrieval:** Focused on designing, implementing, and optimizing data storage solutions. Emphasized database modeling, query languages (SQL), and information retrieval techniques to support data-driven decision-making.
- **Big Data Tools and Practices:** Explored the use of big data technologies such as Hadoop, Spark, and NoSQL databases. Gained hands-on experience in processing, analyzing, and visualizing large datasets for actionable insights.
- **Data in the Cloud Info Tech:** Examined cloud-based data storage, processing, and management solutions, including platforms like AWS and Azure. Covered cloud architectures, data security, and best practices for scalable analytics.

EXPERIENCE

Shift Supervisor

Starbucks Coffee Company

July 2018 - Present

Orlando, Florida

- Analyze customer feedback and operational data to identify trends, enabling strategic initiatives that improved food sales by 15%.
- Utilize qualitative insights from customer interactions to develop and implement service improvements, leading to higher customer satisfaction scores.
- Design and lead team performance strategies, resulting in a 6% increase in average ticket size through actionable recommendations.
- Facilitate cross-functional collaboration and problem-solving, streamlining workflows and enhancing operational efficiency.
- Conduct employee coaching and feedback sessions, honing team members' ability to interpret and act on customer needs.

PROJECTS

- **Tableau Sales Dashboard**– Designed and developed an interactive sales dashboard to visualize key sales metrics, including monthly revenue trends, sales by product category, and geographic performance across U.S. states. Utilized line charts, bar graphs, and a geographic heat map for data-driven insights.

- **Stock Trading Database (SQL, MySQL, AWS RDS)** – Engineered a relational database using MySQL for a stock trading platform, optimizing data structure for efficient trade execution, portfolio tracking, and user transactions. Deployed on AWS RDS for scalability and accessibility.
- **Face Similarity Matching System (Python, Machine Learning)** – Developed a Python-based face similarity detection system that analyzes facial feature data and calculates similarity using Euclidean distance. Implemented optimized data processing techniques for accurate and efficient matching.

EDUCATION

Bachelor of Information Technology
Arizona State University

Tempe, Arizona
August 2025

AA in General Studies
Valencia College

Orlando, Florida
August 2020