

# Hansel Soberao

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## Career Summary

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Detail-oriented professional with a computer science background and 3+ years of experience in application support. Now transitioning to Data Analytics, I offer expertise in data structures, analysis, and tools like Python, SQL, Splunk, and Tableau. Passionate about transforming data into actionable insights, I'm eager to leverage my technical skills to support data-driven decision-making in a Data Analyst role.

## Education

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### Florida International University

*January 2022 – August 2024*

**Degree:** B.S Computer Science

- **Relevant courses:** Net-Centric Computing, Database Management, Machine Learning, Data Structures, Principles of Programming Languages, Fundamentals of Software Testing, Probability and Statistics for CS

## Skills

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- **Languages:** Python, C, Java, SQL, Linux,
- **Software:** PowerBI, Splunk, ServiceNow, FileZilla, Advanced Excel, Tableau
- **Certifications:** Google Project Management: Professional Certificate

## Work Experience

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### File Transfer Specialist | *American Express*

*February 2021 – August 2023*

- Collaborated with teams to analyze requirements, translating them into actionable data solutions.
- Monitored system performance data, identifying trends and mitigating risks through data insights.
- Automated workflows, reducing response times and enhancing operational efficiency.
- Used Splunk for data analysis, identifying patterns to optimize system performance.
- Created Splunk dashboards and alerts to monitor key metrics and optimize system performance.

### Customer Service Representative | *Pizza Hut*

*August 2018 – February 2020*

- Serviced and communicated with over 30 customers each day through various channels
- Adapt to workplace needs without managerial input leading to streamlined efficiency

## Technical Projects

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### Chinook Database Visualizations using Tableau

- Connected Tableau to a PostgreSQL database to analyze and visualize the Chinook test dataset. Created dashboards and visualizations to find insights on music sales, customer behaviors, and market trends.

### Cannabis Retail Trends through Excel

- Analyzed and visualized cannabis retail sale trends from January 14, 2023, to June 30, 2024. Developed reports highlighting key sales trends over time, aiding in data-driven decision-making.

### County-Level Population by Race Analysis with Python

- Employed statistical techniques to group counties with similar demographic profiles, identifying patterns and trends in population distribution across different regions.

## Career Development

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### Year Up

*February 2020*

- Professional Software Development training program
- **Relevant courses:** Software Quality Assurance, Database Concepts Design

### Internship at American Express

*August 2020 – January 2021*

- Utilized ServiceNow to resolve 90+ tickets from cross-functional teams for File Transfer Profiles
- Developed SOP and Customer Service scripts for Level 1 and 2 File transfer Support