

# JUERGEN PFAU MELIH

JPM

## CONTACT

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## SKILLS

- Business and Data Analytics
- Software Product Development
- Wireframing, Project planning
- Data Analysis and Mining
- Exceptional Customer Service
- Technical Specifications Development
- Financial Services and Analysis
- Critical Problem-Solving
- Agile Methodologies Familiarity
- Effective Communication
- Cost Benefits Analysis
- Unit Testing, Debugging, Troubleshooting
- Web Based Reporting Tools
- Conduct Development Tests
- Solutions-Oriented Team Player

## TECHNICAL SKILLS

- Java, C++
- Python, C#
- Mongo
- MySQL

## SUMMARY

Highly analytical and customer-focused professional with experience in project management, prototype development, and business analytics. Adept at solving various technical problems with practical solutions using various types of computer software. Strong mathematical and statistical skills to gather, measure, organize, and analyze data. Proven ability for converting a data analytic problem and related information into a proper mathematical representation and select appropriate methodologies for analysis based on attributes of the available data sets. Seeking to pursue an opportunity with a growing organization that will utilize and enhance my knowledge in data analytics and software development, and that will provide me with essential growth opportunities.

## CORE COMPETENCIES

- Experience with recruiting international students and helping them overcome difficulties
- Skilled in determining financial aid eligibility & developing plans for paying for university
- Interpret specifications for operational & performance requirements for software systems
- Apply collaborative strategies for software projects and create a portfolio of software applications
- Ability to develop & implement new methods of measuring & analyzing data sets & processes
- Tech savvy & eager to learn new technologies & methodologies & expand areas of expertise
- Provide quick resolutions to app issues, driving stability, efficiency, and effectiveness improvements
- Strong written and verbal communication skills for documentation and correspondence with stakeholders
- Logical & detail-oriented with critical thinking and problem-solving skills to resolve issues
- Great customer service, organization and management skills to handle multiple projects

## PROJECT EXPERIENCE

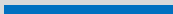
### Project Manager – Neonatal intensive Care Unit

- Designed a project with Southern New Hampshire Medical Center's NICU to develop a prototype for an improved incubator which would automate processes which could ease the workload for short-staffed nurses.
- This project included documenting the deliverables and understanding the budget constraints.
- Implemented agile methodology for the group and divided tasks between each of the 4 teammates.
- Developed the code in Arduino to display incubator thermals and to periodically rock the baby via stepper motor. When incubator thermals dropped below appropriate temperatures, a heating element implemented in the design of the incubator would activate and warm the baby.

### Project Manager – Engineering design II, Elevator

- The elevator was designed completely in house, using an Arduino microcontroller and aluminum parts machined by me.
- Used gear theory and engineering design principles, the team I managed developed an elevator which would use an ultrasonic proximity sensor to determine when it was approaching the floor it was stopping at.
- Over the course of 16 weeks, this project was developed completely from scratch using the Agile methodology with work distributions set by me, as well as 40 pages of documentation developed collaboratively by the team.

## LANGUAGES

- Spanish 
- German 

## PROFESSIONAL EXPERIENCE

### International Admissions Counselor

Southern New Hampshire University

2021 – Present

- Assist students globally in English/Spanish/German.
- Provide financial aid assistance to incoming and current students at the university.
- Handle admission-related immigration issues for current and prospective students.
- Attract, admit, enroll, and retain students in accordance with the college strategic plan.
- Respond to requests and inquiries from prospective applicants regarding the college's programs and services.
- Assist International Students in making academic, personal-social, & environmental adjustments to the campus and community life.

### Financial Aid Counselor

Southern New Hampshire University

2020 – 2021

- Developed code to make my day-to-day work easier.
- Provided financial aid assistance to incoming and current students at the university.
- Responsible for counseling students and parents regarding various types of Financial Aid programs.
- Assisted via phone and email assistance to students globally and troubleshoot issues with student accounts.
- Reviewed and processed financial aid awards in accordance with federal, state and institutional regulations.
- Created tailored financial plans for each student to successfully receive the funding they need for their education.
- Awarded scholarships based on extenuating circumstances and as reward for demonstration of excellent performance.

### College of Engineering, Technology and Aeronautics Lab Assistant

Southern New Hampshire University

2018 – 2020

- Provided assistance to engineering students across all projects.
- Identified and resolved technical issues dealing with hardware and software.
- Provided support by monitoring the activities within the computer lab to ensure proper use of equipment.
- Demonstrated and assisted students on how to use professional machinery (CNC, Vertical mill, 3D printer, lathe).
- Assisted students with Arduino based robotics projects and developed lesson plans and educational videos for workshops.

## EDUCATION

- **MS. Data Analytics – Southern New Hampshire University** **Currently Enrolled**
  - Organize, manipulate, and summarize data in various formats.
  - Transfer (and transform) data from different platforms into usable contexts.
  - Communicate and summarize results of data analysis in written, oral and visual form.
  - Implement security measures and ethical practices for the collection and storage of data.
  - Select the appropriate methods and tools for data analysis in specific organizational contexts.
- **BS-Computer Science – Southern New Hampshire University** **2018 – 2021**
  - Apply collaborative strategies for software projects and create a portfolio of software applications.
  - Gain experience with full-stack development, develop software with agile software methodologies and a security mindset.