KATHLEEN BONFE

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PROFESSIONAL SUMMARY

Highly motivated professional. Clear and concise written and oral communication. Understand how to clean, aggregate, and store data. Experience analyzing and presenting data as a visual or report.

EDUCATION

Masters of Probability and Statistics in Discrete and Statistical Science, *Auburn University, Auburn, AL*
BS in Zoology *concentration in Ecology Evolution and Behavior, Auburn University, Auburn, AL*

RESEARCH EXPERIENCE

Masters Project
- ❖ Researched methods for Predicting Cancer Incidence
- ❖ Gathered Data from CDC WONDER website and NCI SEER website
- ❖ Compared State Space Model and Autoregressive Quadratic Trend Model using time series data
- ❖ Wrote analytical report detailing the results
- ❖ Prepared and presented results to masters committee via SKYPE

Categorical Data Project
- ❖ Collaborated in a group of 3 to complete scope of project
- ❖ Gathered Data from National Longitudinal Survey of Youth 1997
- ❖ Ran Log-linear Analysis on data
- ❖ Wrote analytical report on dependence of education, self-perception, and family status in teenagers in the US
- ❖ Prepared and presented this analysis with PowerPoint presentation to class

Experimental Statistics II Project
- ❖ Collaborated in a group of 3 to complete scope of project
- ❖ Gathered Data from Sports Illustrated and 1987 Baseball Encyclopedia
- ❖ Used a 3 factor design on performance data
- ❖ Ran an ANCOVA to determine performance of players and therefore allowing the "client" to recruit best players for upcoming seasons
- ❖ Wrote an analytical report
- ❖ Prepared and presented analysis in PowerPoint presentation to class

Multivariate Statistics Project
- ❖ Read *Hierarchical Cluster Analysis of Tissue Microarray Immunostaining data Identifies Prognostically Significant Groups of Breast Carcinoma*
- ❖ Researched the use of Hierarchical clustering methods to prognostically classify breast cancer
- ❖ Wrote an analytical report on use of hierarchical cluster analysis to determine groups of breast carcinoma
- ❖ Prepared and presented research on this subject and possible improvements to research and analytical methods in PowerPoint presentation to class

Skills: SQL, PostgreSQL, Microsoft SSMS, Power BI, Tableau, Microsoft Office, Excel, SAS, R, Python

WORK EXPERIENCE

Customer Service Representative, Wizards of the Coast, September 2019-December2019
- ❖ Responded to customer issues through Zendesk in email and chat
- ❖ Resolved Customer Product Complaints
- ❖ Communicated with product replacement team to improve the customer's experience
- ❖ Worked with a team to ensure replies to customers were consistent between team members
- ❖ Kept up to date with new emerging issues and how to manage them with Microsoft Teams
- ❖ Utilized time management skills to prioritize workflow

Brand Logistic Expert, Gap Inc, August 2010-Feburary 2014

- ❖ Managed shipment and sales associates
- ❖ Planned out shipments and store visuals
- ❖ Directed in placement of product and visuals
- ❖ Reached business goals and rewarded associates who met goals
- ❖ Aided in managing schedules and hiring

Research Technician, Auburn University, August 2009-September 2010

- ❖ Sorted fresh water samples for Aquatic Invertebrates
- ❖ Burned leaf litter and collect weights
- ❖ Compiled raw data into usable form
- ❖ Recorded compiled data
- ❖ Entered data into Word Access for future analytical use

Seasonal Specialist, Dillards, January 2007-May 2009

- ❖ Maintained a high level of customer service
- ❖ Organized and display merchandise
- ❖ Followed directives
- ❖ Checked out customers

REFERENCES AVAILABLE UPON REQUEST