**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**