MARK GJURAJ

Yale University Alumnus and Aspiring Data Scientist

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As a Yale University *cum laude* graduate with a Bachelor of Arts in Statistics and Data Science, I have a robust theoretical and practical foundation in statistics, data analysis, machine learning, deep learning, and programming (e.g. Python, R, SQL).

At Global-e, I did data entry and data analysis for the Merchant Operations team, actively supporting and optimizing the Shopify Markets Pro (now Managed Markets) product as it transitioned from Early Access to General Availability.

At Global-e, I managed a suite of analytical dashboards and leadership-facing reports to foster data transparency and facilitate data-driven decision making across the company (via SQL, Excel, Google Sheets, GitHub, Jira).

At Global-e, I served as a bridge between highly technical engineers and less-technical, operational minds, routinely collaborating with internal and external partners to achieve cross-functional goals and ensure product alignment.

EDUCATION

Yale University | New Haven, CT   **Aug 2018 - May 2022**
Bachelor of Arts (BA), *Statistics and Data Science*
GPA: 3.90 / 4.00 *Cum Laude (Top 15%)*

SKILLS

Programming
- Advanced (3-4 years) in Python, R, and SQL (for *data science*, *data manipulation*, *automation*, etc.)

Tools / Technologies
- Advanced (3+ years) in Excel and Google Sheets (for *data visualization*, *data analytics*, *data modeling*, etc.)
- Intermediate (<2 years) in Tableau, SAS, SPSS, Domo, Qlik (for *reporting dashboards, BI, etc.*)
- Proficient (2+ years) with GitHub (for *version control*, *collaborative development*, etc.)
- Proficient (2+ years) with Atlassian Jira (for *project management*, *Agile development*, etc.)

WORK EXPERIENCE

Global-e | New York, NY   **Oct 2022 - Apr 2024**
Client Onboarding Associate
(Merchant Operations, SMB Division - Full-Time - Hybrid)
- Conducted comprehensive product analysis and internal health monitoring for Shopify Markets Pro (now Managed Markets), an international e-commerce SaaS solution.
- Directly responsible for the end-to-end maintenance of a suite of division-wide and executive-level reports and dashboards (via SQL, AWS Athena, Microsoft Excel, Google Sheets, and various BI Tools).
- Collaborated with internal departments (e.g. Customer Service, Logistics, Finance, Compliance) and external partners (e.g. Shopify, DHL Express) to pursue business objectives and share product developments.
- Provided actionable metrics and forecasts to leadership, fueling data-driven outlooks and strategic roadmaps.
- Supported Agile software development by aiding OKR monitoring and calculating KPI metrics.
- Spearheaded data availability efforts through the creation and distribution of internal SQL query libraries (via GitHub).
- Increased internal data transparency and literacy through proliferation of exhaustive analytics dashboards and documentation.
- Supported transition from Early Access to General Availability, witnessing usage scale by multiple orders of magnitude.
- Aided technical teams with shift from manual data entry to automated client-onboarding pipelines.

Yale University | New Haven, CT   **May 2021 - Aug 2021**
Undergraduate Learning Assistant
(Yale Summer Sessions - Student - Remote)
- Assisted facilitation of a comprehensive *Data Exploration and Analysis* curriculum, introducing students to the R programming language as they learned to effectively analyze complex data, visualize findings, and apply statistical theory.
- Responsible for grading (e.g. homework, exams, and projects) and offering constructive feedback to promote growth.
- Provided personalized academic support and fostered a collaborative learning environment via office hours (6+ hours per week).