MARK GJURAJ

Yale University Alumnus and Aspiring Data Analyst

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

At Global-e, I did data analysis for the Merchant Operations team, actively supporting the optimization of the Shopify 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**
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).