

## PETER HAGEN

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### EDUCATION

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#### **Coursera and Illinois at Urbana-Champaign**

*Digital Marketing Specialization*

*Online*

*February 2017 - Present*

- Currently taking: Marketing in the Digital world

#### **Coursera and Johns Hopkins University**

*Data Science Specialization Certificate*

*Online*

*May 2016 – September 2016*

- Classes completed for specialization: The Data Scientist's Toolbox, R Programming, Getting and Cleaning Data, Exploratory Data Analysis, Reproducible Research, Statistical Inference, Regression Models, Practical Machine Learning, Developing Data Products, and Data Science Capstone

#### **Virginia Polytechnic Institute and State University**

*Bachelor of Science in Industrial and Systems Engineering (ISE)*

*Blacksburg, VA*

*Aug 2011 - December 2015*

- Minor in Business
  - In-Major GPA: 3.058
  - Overall GPA: 3.003
  - Club Lacrosse (National Tournament 2013, 2014)
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### WORK EXPERIENCE

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#### **College Nannies Sitters and Tutors Northern Virginia**

*Business Analyst*

*Fairfax, VA*

*Nov 2016 – Present*

- Develop, maintain, and prepare data for reporting used to analyze customer location density, customer demand, employee availability, employee revenue, employee hours, etc.
- Wrote R code to substantially reduce data entry tasks and enhance analysis
- Evaluate data trends, bring findings to management, and present findings to operational team
- Quality assurance on company staffing application
- Install and maintain company VoIP phone system using Nextiva
- Created sector/zip code map using R programming language to be used by management
- Create surveys using constant contact, distribute, and evaluate
- Audit Digital Marketing and ensure that the company is on top of SEO/SEM efforts
- Create and post content on social/digital media channels
- Answer customer phone calls and staff employees to jobs
- Answer employee phone calls and direct when necessary
- Office support and IT responsibilities such as setting up company laptops, phones, printers, software, and maintain digital files via company SharePoint and intranet sites
- Continuously evaluate operational systems then record backlog and develop plans using Trello and Agile/ 5s methodologies
- Created analytic tools using Google Maps API and Python to calculate average driving distance
- Analyze market financial trends using Pitchbook.com
- Attend conferences to research industry and network

**National Rural Electric Cooperative Association (NRECA)**  
*Business Technology Strategies Intern*

*Arlington, VA*  
*May 2015 – Aug 2015*

- Part of the solar project technical team responsible for evaluating engineering designs to install solar panels on the roof of NRECA headquarters. This included researching vendor options for racking, equipment, and installation. This also involved contacting these vendors, scheduling visits, and discussing problems with building operations.
- Reorganized engineering reports on the NRECA webpage by serving as intermediary between the Engineering Department and the IT Department. The task included consolidating files and writing up a technical summary to follow each entry.
- Authored an internal report on drones and their relationship with electric cooperatives. Drone use may be in the future for Electrical Cooperatives. The BTS department wanted to be up to date on the current state of drone FAA regulations as well as current and upcoming drone technologies.

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**ISE SENIOR DESIGN PROJECT**

**Carilion Rehabilitation Center**  
*Rehab Facility Layout Team*

*Roanoke, VA*  
*Sept 2014 - May 2015*

- Used 5S methodologies (sort, straighten, shine, standardize, sustain) to reorganize the rehabilitation facility in the hospital
- Designed alternative office facility layout to increase worker space and created models in Google Sketchup and AutoCAD

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**TECHNICAL SKILLS**

R, Python, D3.js, Javascript, HTML, SQL, Github, CSS, Excel, Word, PowerPoint, Access, C/C++,  
Google APIs, Jupyter, Markdown, RStudio, Shiny