

# Riley Golden

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## Professional Summary

I am a Data Science major with an expanding knowledge in the field such as programming languages including Python, R, and SQL, XML, data manipulation, predictive modeling and visualizations of processed data, machine learning concepts, and proficient with front-end web development languages and frameworks including HTML, CSS, JavaScript, and React.

## Employment

### ***RON Scheduling Coordinator, First American Title***

***Jun 2022 – Pres.***

Receives request tickets and schedules online notary appointments, coordinating with escrow teams, notaries and customers. Schedule an average of 100 requests per day by escrow teams. Corresponds between escrow teams and individual notaries to put signing appointments on the calendar through messaging, emails and phone calls. Proficient at data entry and data cleaning to ensure a smooth customer experience.

### ***Customer Support Communications Rep, ServiceNow***

***Jan 2022 – Jun 2022***

Initiates communications standards, processes, and protocols with numerous customers. Responds to support tickets created by customers. Worked on data analysis projects varying in length with other support teams to inform numerous customers at a time about changes being made with their product through our cloud software. Occasionally helps with other team projects as needed.

### ***Scheduling Coordinator, First American Title***

***Feb 2021 – Nov 2021***

Receives and schedules in-office notaries as numerous requests are submitted per day by escrow teams. Communicates and works with individual notaries throughout Western Washington to flesh out and coordinate their schedule as far as weeks ahead of time. Coordinates with escrow teams on available signing times. Coordinates with out-of-office notaries to schedule signings for the company.

### ***Front End Assistant, Costco Wholesale***

***Jun 2017 – Apr 2021***

Worked to ensure a positive customer experience. Settled any customer complications in a professional and pleasant manner. Routinely mentored new hires and was promoted to a full-time position and supervisor trained, overseeing the whole front-end department. Maintained up-to-date knowledge of all retail promotions.

## Education

***Western Governors University: BS, Data Analytics/Data Management, Oct 2022 – Present***

***Green River Community College: AA, Aug 2019 – Aug 2022***

- Graduated with honors at 3.5 GPA

## Projects

### ***Amazon Webpage Scraper***

Developed a web scraping program that pulls data from a specific search in Amazon, and cleans the data provided and puts it in a CSV file, and prints out a list of the product, price, the average rating that it was given and how many people rated it, as well as if it is in stock or not.

### ***Stock Ticker Analysis***

Developed a Python program that scrapes the Yahoo finance website via the YFinance API to print out current stock prices varying from when they open to when they close. Utilized plots and graphs to visualize the stock and implemented machine learning algorithms to predict future gains/losses when ran through the terminal.

### ***ReactJS App***

Created a React application that communicates with the Spotify API. Used React to create the webpage and interact with necessary components. The application used the Spotify API to search through its music catalog and add songs containing names, album names, and artist names to a user named playlist.