
SUMMARY

Analyst with 8+ years of leadership and program management experience, applying Python, SQL, and data visualization to deliver actionable insights and business performance improvements.

EDUCATION

B.S. Information Technology, Concentration on Information Systems

December 2024

Arizona State University - Ira A. Fulton Schools of Engineering, Tempe, AZ

- Dean's List, Fall 2023

TECHNICAL SKILLS

Data Analysis: Advanced Excel (PivotTables, Macros, Charts), Power BI, Tableau, Matplotlib, Seaborn

Programming Languages: Python (Pandas, NumPy, Scikit-learn, Trinket), SQL, Java, JavaScript

Front-End Development: HTML, CSS

Tools and Databases: Django, Streamlit, Git, GitHub, Jira, AWS, Databricks, Docker, VMware, Jupyter Notebooks, MySQL, BigQuery, Snowflake, PostgreSQL, SQL Server, MongoDB, Oracle

Other Skills: Data Cleaning, Data Visualization, Data Migration, Predictive Modeling, Team Leadership, Fluent in Spanish

Certifications: AWS Cloud Practitioner (In progress)

PROFESSIONAL EXPERIENCE

The LEAGUE of Amazing Programmers, San Diego, CA: Program Manager

September 2021-Present

- Led operations for a technical school, overseeing 7 staff members and 20+ volunteers, hiring, onboarding and training new instructors to deliver engaging lectures, increasing student retention by 18%.
- Designed advanced Excel reporting to track onboarding and training, increasing staff retention by 25%.
- Built and maintained Java and Python curriculum, expanding program reach to 1,000+ students across San Diego.
- Built AI chatbot curriculum to teach intermediate and advanced students how to build an AI agent using Machine Learning models, increasing 6% of our student registrations.

Border Angels, San Diego, CA: Programs Coordinator

December 2015 - Present

- Created automated Excel reporting systems and implemented volunteer management software using data analysis. Developed automated Excel reporting and implemented volunteer management software, saving \$40K+ annually through process optimization.
- Architected databases using Snowflake from raw program data, automated reporting through Power BI, and communicated analysis to improve team tracking and decision making, resulting in reaching 150+ volunteers and delivering aid to 1,900+ people along the San Diego border.
- Delivered multiple presentations on program performances based on data-driven insights from program analysis to 600+ participants, strengthening organizational credibility and support which increased monetary donations by 30%.

Starbucks, San Diego, CA: Store Manager

November 2013 - March 2021

- Analyzed business reports to make business decisions; utilizing P&L, daily and weekly reporting to direct a team of 30+ employees in a high-volume \$2.5M annual revenue location, increasing profit by 14%.
- Hired, onboarded and trained employees to improve customer satisfaction rating by 230%; using weekly reports to drive employee performance adjustments that improved the customer experience and boosted satisfaction metrics.
- Earned a spot in the Advanced Development Program, collaborating with top-performing managers to improve area-wide operations by gathering analysis in our districts and making area wide decisions to improve metrics.
- Recognized as Starbucks Manager of the Quarter (FY20/Q1), San Diego Barista Champion (2017), and Coffee Master.

RELEVANT PROJECTS

Customer Churn Analysis Dashboard, Individual Project

July 2025

- Developed a machine learning dashboard in Python and Streamlit comparing Random Forest, Logistic Regression, Decision Tree, and SVM (85–90% accuracy).
- Built end-to-end ML pipeline using Pandas, scikit-learn, and Plotly, with interactive ROC curves, confusion matrices, and feature importance charts.
- Delivered actionable retention strategies by quantifying top churn drivers from telecom data.

US Housing Market Analysis Dashboard, Individual Project

August 2025

- Designed an interactive Tableau dashboard analyzing 53 years of U.S. Census housing data (20,000+ records).
- Applied advanced Tableau features like cross-chart filtering, dynamic parameters, and multi-period comparisons.
- Identified key insights including 1,670% price appreciation and regional supply-demand imbalances.

Sales Insights Dashboard, Individual Project

August 2025

- Built a sales analytics dashboard in Python and Streamlit, integrating Pandas for data cleaning and Plotly for 15+ interactive visualizations.
- Automated KPI tracking for \$2.3M+ sales and \$500K+ profit with dynamic filters by region, category, and time period.
- Enabled real-time insights through statistical calculations, dual-axis trend charts, and scatter plots with profit margins.