SYLVIE MENDEZ

sylviemendez21@gmail.com   LinkedIn   Portfolio

WORK EXPERIENCE

Technical Projects   2021-Current

- <u>Data Analysis for Women's Product Company:</u> Cleaned and analyzed large datasets using SQL to identify key insights for optimizing marketing strategies, leveraging data analysis and data cleaning techniques.

- <u>Website for Sweets Company:</u> Designed and developed a website for a sweets company using HTML and CSS, solving the issue of poor online presence and inconsistent branding. Improved the site's user interface by creating a responsive design that worked seamlessly across devices, resulting in smoother navigation for mobile users.

- <u>Survey Form for SylvsLux:</u> Built a customer feedback form using HTML and CSS, improving user feedback collection by incorporating input validation, dropdowns, and radio buttons. Solved issues related to incomplete data submissions, increasing form submission accuracy by 30%.

- <u>C-Based Banking Console Application</u>: Developed an interactive console application in C Programming that allows users to manage deposits, perform data sorting, and track transactions, implementing user interaction through a menu-driven system.

- <u>String Encoding Program:</u> Created a C-based program to encode user-input strings using a custom substitution cipher, showcasing string manipulation, algorithm development, and data validation techniques.

ABA Therapist

ABA Lighthouse   2024-Current

- Experienced in systematic data collection, recording, and analysis to monitor progress and identify trends in behavior.
- Utilized specialized software to track and analyze session data, ensuring precise documentation of client progress and behavioral trends.
- Demonstrated a strong analytical mindset by interpreting complex data, identifying patterns, and making informed decisions to optimize intervention strategies.
- Applied data-driven approaches to evaluate the effectiveness of behavioral interventions, consistently meeting client goals.
- Skilled in breaking down complex tasks into manageable steps to achieve specific behavioral goals.

Advanced Technical Technician

AT&T   2020-2022

- Utilized advanced problem-solving skills to troubleshoot complex technical problems, minimizing disruptions and enhancing operational effectiveness.
- Collaborated with engineers, data scientists, and tier 3 support through CRM software to resolve escalated issues, delivering tailored solutions.
- Managed data within CRM systems, ensuring accurate documentation and streamlined processes for issue resolution.

REFERENCES

Shinae O'rourke
- 914 886 2863
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Amanda Wright
- 305 956 6053
- amandwright4@gmail.com

SKILLS

Database Management: SQL, Data Entry, Data Research
Data Analysis & Visualization: Excel, Tableau, OneDrive
Programming Languages: C++, C, R, SQL, HTML, CSS
Web Technologies: HTML, CSS, Responsive Design
Soft Skills: Analytical Thinking, Problem-Solving, Team Collaboration