

America Munoz

(520) 685-0519 | munoz.america18@gmail.com | [LinkedIn](#) | [Portfolio](#)

Education

B.S. Computer Science and Information Systems

Expected Graduation, June 2024

Concentration: Data Analytics

National Louis University, GPA 4.0

Wheeling, IL

Relevant Coursework: Data Mining and Warehousing, Discrete Structures, Data Analysis with Python, Management Information Systems, Database Development and Management, Statistics

Professional Experience

Career Bridge Front Desk Associate.

September 2023 – Present

National Louis University

Wheeling, IL

- Assist in the planning and execution of career-related events increasing and inspiring student professional engagement utilizing Microsoft Office tools including Excel, Microsoft Word, and PowerPoint
- Conduct comprehensive searches on career resource platforms to identify job opportunities that align with students' academic concentration
- Utilize Canva to design visually appealing and compelling graphics to broaden career related information and events

Data Science Researcher

June 2023 – August 2023

Worcester Polytechnic Institute

Worcester, MA

- Participated in a collaborative and innovative research study, to analyze depression screening surveys and time series data with the goal of predicting if a student was depressed based on their physiological data in comparison to the surveys
- Pre-processed over 100,000 hours of time series sleep data utilizing Python functions and packages including Pandas and the CSV library creating a cohesive file ready to be used as input for a ML model
- Visualized time series and survey data through Seaborn and Matplotlib to understand the dataset and observe any trends or discrepancies

Research Intern

January 2023 – May 2023

National Louis University

Wheeling, IL

- Analyzed data through SPSS software to understand how data privacy affects an individual's decision making, emotional state, and general thoughts
- Carefully analyzed research papers for information regarding the privacy paradox, privacy laws, and security tools pertaining to data privacy

Research Assistant

September 2022 – April 2023

TechLoss Consulting and Restoration

Buffalo Grove, IL

- Assisted in the processing of insurance claims by researching and contacting vendors to coordinate equipment repairs
- Conducted Actual Cash Value (ACV) and Replacement Cost Value (RCV) for damaged equipment
- Accurately created spreadsheets through Excel, and utilized the Five Number Summary to describe the data

Customer Service Representative

September 2021 – September 2022

ABC Plumbing, Sewer, Heating, Cooling, and Electric

Arlington Heights, IL

- Achieved 84% in quality metrics for excellent communication and customer service by demonstrating high ability to work in a fast-paced environment handling 100+ inbound calls a day
- Utilized communication to provide customers with correct insight and detailed information through preferred language English or Spanish

Leadership & Projects

- Vice President – National Louis University Computer Science Club** (January 2022 – Present) - Wheeling IL
- Facilitator – Girls Who Code Camp** (June - August 2022) - Chicago, IL
- Titanic Logistic Regression Model** – Utilized Scikit-learn to create a Machine Learning model to predict if a passenger survived the Titanic shipwreck
- Data Exploration and Cleaning of Superstore Data** – Utilized Python to explore and clean a superstore's quantitative sales dataset
- Analysis of Bakery Sales from March 2020** – Conducted data preprocessing, visualizations, and analysis utilizing Excel only

Skills

- Programming Languages:** SQL, Python, Java
- Packages:** Scikit-learn, Matplotlib, Seaborn, NumPy, Pandas, CSV Library
- Tools:** Microsoft Office, Google Workspace, SharePoint, MS Access, IBM SPSS, PostgreSQL, Jupyter Notebook, Google Colab
- Natural Languages:** Native Spanish Speaker

Awards and Publications

- 1st Place Winner of the Tech Project Showcase in the 2024 NLU CSIS Symposium
- Recipient of D214 NLU Full Tuition Scholarship Award, 2021
- Nikola Grozdani, America Muñoz, Alexander Pietrick, Ricardo Flores, Avantika Shrestha, Xingtong Guo, Shichao Liu, Elke Rundensteiner, "Wearable Wellness: Depression Screening via Fitbit Data Collected During COVID-19 Pandemic", 2023 IEEE MIT Undergraduate Research Technology Conference (URTC), 2023.