America Munoz

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

Education

B.S. Computer Science and Information Systems **Expected Graduation, June 2024**
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

Skills

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

Professional Experience

Career Bridge Front Desk Associate (FWS) **September 2023 – Present**
National Louis University **Wheeling, IL**
- Utilize Canva to design visually appealing and compelling graphics to broaden career related information and events
- Conduct comprehensive searches on career resource platforms to identify job opportunities that align with students' academic concentration
- Assist in the planning and execution of career-related events increasing student and professional engagement

Data Science Researcher (REU) **June 2023 – August 2023**
Worcester Polytechnic Institute **Worcester, MA**
- Pre-processed over 100,000 hours of time series sleep data creating a cohesive file utilizing Python packages including Pandas, and OS
- Visualized time series data through Pandas, NumPy, Scikit-Learn, and Matplotlib to further understand the dataset and observe any trends or discrepancies
- Analyzed published research papers regarding depression diagnosis, machine learning techniques, and previous depression screening studies to apply research process

Research Intern **January 2023 – May 2023**
National Louis University **Wheeling, IL**
- Analyzed data through SPSS software to further 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 equipment prices, vendors, and historical weather, for clients to ensure accurate information is provided with a timely claim completion
- Efficiently researched Actual Cash Value (ACV) and Replacement Cost Valve (RCV) for equipment damaged
- Accurately created spreadsheets, and formulas through Excel, to ensure proper application of 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 customer service by demonstrating high ability to work in a fast-paced environment handling 100+ inbound calls a day
- Provided customers with correct and detailed information by communicating with them 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 *(August 2022)* - Chicago, IL

Titanic Logistic Regression Model – Created a ML model to predict if a passenger survived the Titanic shipwreck
Skills: Pandas, Scikit-learn, Seaborn, NumPy, Matplotlib, Visualizations, Iterative Imputer

Data Exploration and Cleaning of Superstore Data – Utilized Python to preprocess a sales and profit dataset
Skills: Scikit-learn, Matplotlib, Pandas, Visualizations, formatStyle, Summary Statistics

Analysis of Bakery Sales from March 2020 – Conducted data preprocessing, visualizations, and analysis utilizing Excel only
Skills: XLOOKUP, IF Function, MAXIFS, SUMIFS, SUM Function, Conditional Formatting

Awards and Publications

- 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.
- Recipient of D214 NLU Full Tuition Scholarship (2021)