

America Munoz

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Education

B.S. Computer Science and Information Systems
National Louis University, GPA 4.0

Expected Graduation, June 2024
Wheeling, IL

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

Technical 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

Professional Experience

Career Bridge Front Desk Associate (FWS)

September 2023 – Present
Wheeling, IL

National Louis University

- 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, MA

Worcester Polytechnic Institute

- 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
Wheeling, IL

National Louis University

- 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
Buffalo Grove, IL

TechLoss Consulting and Restoration

- 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 Value (RCV) for equipment damaged
- Accurately created spreadsheets, and formulas through Excel, to ensure proper application of data

Customer Service Representative

September 2021 – September 2022
Arlington Heights, IL

ABC Plumbing, Sewer, Heating, Cooling, and Electric

- 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 on 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.
- ★ D214 NLU Full Tuition Scholarship (2021)

Natural Languages

Native Spanish Speaker