

# America Munoz

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## Education

B.S. Computer Science and Information Systems  
National Louis University, GPA 4.0  
*Concentration: Data Analytics*

**Expected Graduation, June 2024**  
**Chicago, IL**

**Relevant Coursework:** Statistics, Data Mining and Warehousing, Discrete Structures, Data Analysis with Python, Management Information Systems, Database Development and Management, Advanced Data Analytics, Cloud Computing

## Professional Experience

**Career Bridge Front Desk Associate**  
**National Louis University**

**September 2023 – Present**  
**Wheeling, IL**

- Assist in the planning and execution of career-related events increasing career engagement opportunities by continuously collaborating in team meetings and establishing requirements for event tasks
- Create accurate spreadsheets that showcase key data objects utilized for everyday tasks ensuring routine business tasks

**Data Science Researcher**  
**Worcester Polytechnic Institute**

**June 2023 – August 2023**  
**Worcester, MA**

- Participated in a collaborative and innovative research study, to analyze depression screening surveys and time series data, continuously adjusting methodologies with team to ensure accurate and high metrics
- 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 Machine Learning model
- Visualized time series and survey data through Seaborn and Matplotlib to understand the dataset and observe any trends or discrepancies while accurate and detailed documentation of findings is instilled

**Research Assistant**

**September 2022 – April 2023**  
**Buffalo Grove, IL**

**TechLoss Consulting and Restoration**

- Assisted in the processing of insurance claims by researching and contacting vendors to coordinate equipment repairs ensuring a timely claim completion
- 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 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 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

## Projects

**Wearable Wellness: Depression Screening via Fitbit Data Collected During COVID-19 Pandemic**

- Published at Undergraduate Research Technology Conference (URTC), 2023
  - Utilized Fitbit data collected in 2020 to create a Machine Learning model to predict if a student has depression
  - Skills: Python, Scikit-learn, Matplotlib, Microsoft Office, Google Suite, GitLab, Overleaf, Public Speaking

**Predicting the Survival of Passenger Aboard the Titanic**

- 1<sup>st</sup> Place Winner of the Tech Project Showcase in the 2024 NLU CSIS Symposium
  - Created a Machine Learning Model to predict if a passenger survived the Titanic shipwreck
  - Skills: Python, Scikit-learn, Matplotlib, Microsoft Office, Public Speaking

**Superstore Sales Dashboard**

- Utilized Python to explore and clean a superstore's quantitative sales dataset then created an interactive dashboard showcasing the continuous data
  - Skills: Python, Power BI, Scikit-learn, Matplotlib

**Analysis of Bakery Sales Data**

- Analyzed a Bakery Sales dataset utilizing Excel only to observe the trends in sales of the dataset
  - Skills: Excel, VLOOKUP, XLOOKUP, If-Statements, Five Count Summary, Visualizations

## Leadership

**National Louis University Computer Science Club**  
**Vice President/Co-Founder**

**January 2022 – Present**  
**Wheeling, IL**

- Co-founder of Computer Science Club increasing student on-campus engagement and peer support
- Coordinate and facilitate bi-weekly meetings providing valuable examples and resources for student development

**Girls Who Code Camp**  
**Student Facilitator**

**June - August 2022**  
**Chicago, IL**

- Prepared Python projects and presentation material to provide examples of basic commands and valuable techniques
- Assisted in debugging efforts to and clarification to run-time issues ensuring all students can understand the material

## Skills

Languages: Python, SQL, Java

Tools: Power BI, SPSS Statistical Software, PostgreSQL, Jupyter Notebook, Google Colab, Microsoft Office, Google Suite

Natural Languages: Native Spanish Speaker