**America Munoz**

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**Education**

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

National Louis University, GPA 4.0 **Chicago, IL**

*Concentration: Data Analytics*

**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* September 2023 – Present**

**National Louis University 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***  **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, 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**

**TechLoss Consulting and Restoration Buffalo Grove, IL**

* Assistedin 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 Valve (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**

**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

**Projects**

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

* Published at the MIT 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**

* 1st 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 *January 2022 – Present***

**Vice President/Co-Founder 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 *June - August 2022***

**Student Facilitator 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, Juptyer Notebook, Google Colab, Microsoft Office, Google Suite

**Natural Languages:** Native Spanish Speaker