ANGELA DIAZ

818.519.7466 • angela0rduno91@gmail.com• linkedin.com/in/angela0diaz

DATA SCIENCE PROFESSIONAL

Data-driven IT and analytics leader with 10+ years of experience driving technical operations, leading support and project teams, and optimizing systems through automation, documentation, and structured processes. PhD Candidate in Data Science with hands-on experience in machine learning, predictive analytics, statistical modeling, and end-to-end data workflows, leveraging Python and R for applied modeling, deep learning, and optimization. Adept at transforming complex data into actionable insights, enhancing organizational efficiency, and guiding data-informed decision-making. Proven ability to collaborate with engineering, security, and business stakeholders to deliver scalable, reliable, and user-focused solutions that elevate performance across diverse environments.

- Technical Leadership
- Project Management
- Problem Solving
- Insight Communication
- Stakeholder Collaboration
- Process Optimization
- Data Analysis
- Machine Learning
- Predictive Modeling
- Statistical Inference
- Data Wrangling
- Data Visualization

TECHNICAL PROFICIENCY

Programming & Deployment:	Python, R, SAS, SQL, Flask, AWS, Docker, Heroku
Data Analysis & Reporting:	Excel**,** Tableau, Jupyter Notebook, RStudio, VisualStudio
Operating Systems:	Windows OS, Mac OS
Software Platforms:	O365, MS Azure, Intune, Jamf, Jira, Excahnge, OdinAI

CERTIFICATION, CERTIFICATES, AND PROFESSIONAL DEVELOPMENT

Google AI Prompting	**11/2025**
CompTIA Project+, A+ Network+, IT Operations Specialist • COMPTIA	**03/2023**
Microsoft Modern Desktops • **Tableau Desktop Specialist** • NEW HORIZONS	**11/2021**
Data Analysis Nanodegree • UDACITY	**06/2021**
Data Analyst • CIW	**07/2020**

EXPERIENCE

BLACKLINE SYSTEMS, INC.

IT Senior Support Engineer   **04/2020–present**

- Promoted within my first year as Senior Support Engineer, demonstrating exceptional performance and a commitment to data-driven problem-solving.
- Provided a customer-centric approach while supporting a global organization with complex technical issues. Leveraged Jira, MS Teams, and remote support tools to achieve a 4.7 customer satisfaction rating and consistent performance recognition.
- Performed comprehensive data analysis of Jira tickets to optimize support processes and created insightful dashboards highlighting top trending issues, enabling the Employee Experience Team to prioritize resolutions.
- Streamlined onboarding and offboarding procedures by developing efficient workflows, reducing ticket volume, and enhancing the employee experience.

Corporate IT Project Coordinator   **08/2019–04/2020**

- Successfully managed multiple concurrent IT projects for C-suite executives.

...Experience continued

- Led cross-functional teams through comprehensive project lifecycles, including requirements gathering, vendor selection, and design documentation and effectively tracking project milestones, managing risks, and communicating project status to key stakeholders
- Enhanced organizational efficiency by developing and maintaining a centralized knowledge base, including detailed inventory specifications. Leveraged SharePoint to facilitate knowledge sharing and collaboration.
- Conducted thorough financial analysis, preparing and submitting vendor quotes with detailed budgetary justifications.

JK RESIDENTIAL, INC.
Executive Assistant   **01/2018–08/2019**
- Effectively served as a strategic executive assistant by streamlining complex scheduling and logistical operations for a team of 10 C-suite executives
- Demonstrated strong project management skills by planning and executing travel arrangements for multiple stakeholders, negotiating favorable rates with vendors, and adhering to strict deadlines.
- Built and maintained strong relationships with key stakeholders, including lenders, government agencies, and third-party vendors, resulting in improved property performance and reduced compliance issues.
- Prepared and analyzed comprehensive financial reports for a portfolio of 175 properties, providing critical insights for decision-making.

INTERACTIVE EDUCATION CONCEPTS, INC.
Quality Assurance Analyst   **01/2015–01/2018**
- Conducted comprehensive website audits to enhance SEO and user experience.
- Implemented rigorous quality assurance practices, including content audits and cross-browser testing (Chrome, Mozilla Firefox, Edge, Safari), to optimize website performance and identify areas for improvement.
- Performed competitor analysis to gain market insights and inform strategic decision-making.
- Ensured product quality and user satisfaction through the development and dissemination of detailed training manuals and facilitating weekly software release meetings.

INTERACTIVE EDUCATION CONCEPTS, INC.
Customer Support Supervisor   **01/2015–01/2017**
- Demonstrated strong leadership and project management skills by leading cross-functional teams to implement process improvements.
- Streamlined the knowledge transfer process by creating a comprehensive training manual and implementing structured on-the-job training covering product training, shadowing, and hands-on experience.
- Leveraged data analytics to identify trends and opportunities for improvement in customer service operations.
- Monitored KPIs to track employee performance and identify areas for training and development.

EDUCATION & PROJECTS

Philosophy Doctorate (PhD), Data Science • NATIONAL UNIVERSITY–SAN DIEGO, CA   **Expected 03/2028**
- *Data Integration and Evaluation*: Integrated data science components, evaluated methods, and constructed data files using advanced techniques, forming a solid foundation for data science practices.
- *Analytic Strategy Design*: Designed and implemented analytic strategies for real-world challenges, demonstrating the ability to frame issues and solutions relevant to stakeholders.
- *Predictive Modeling Project*: Developed a predictive modeling project, implementing algorithms to forecast business trends, using the practical application of predictive modeling.
- *BPD Neuroimaging Classification — Python:* Analyzed MRI/fMRI workflows and evaluated SVM-based classification approaches and identified key feature patterns reported to achieve 70–80% accuracy.

Master of Science (MS), Data Science • NATIONAL UNIVERSITY–SAN DIEGO, CA **03/2025**
- ***Data Integration and Evaluation***: Integrated data science components, evaluated methods, and constructed data files using advanced techniques, forming a solid foundation for data science practices.
- ***Analytic Strategy Design***: Designed and implemented analytic strategies for real-world challenges, demonstrating the ability to frame issues and solutions relevant to stakeholders.
- ***Predictive Modeling Project***: Developed a predictive modeling project, implementing algorithms to forecast business trends, using the practical application of predictive modeling.
- ***Skin Cancer Detection Using CNN — Python, Deep Learning:*** Built a convolutional neural network in Python to classify skin cancer images using preprocessing and augmentation and applied Grad-CAM to visualize meaningful patterns and improve model interpretability.

Bachelor of Science (BS), Data Management & Analytics • WESTERN GOVERNORS UNIVERSITY– SALT LAKE CITY **04/2023**
- ***Programming and Machine Learning***: Developed programming skills in Python, R, and machine learning.
- ***Data Wrangling Project***: Conducted a data wrangling project, cleaning and transforming raw data to enhance analysis accuracy, using data preprocessing.
- ***Machine Learning for Predictions***: Applied machine learning to predict customer behavior, highlighting practical experience in predictive analytics,
- ***Data Visualization Leadership*** Led a team implementing data visualization tools, conveying insights to non-technical stakeholders.