Alhassan Koroma

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EDUCATION

College of William and Mary   **2020 – 2024**

Bachelor of Science in Data Science (GPA: 3.89)   Williamsburg, VA

- **Honors**: Summa Cum Laude, Alpha Lambda Delta and Phi Eta Sigma Honor Societies
- **Relevant Coursework:** Machine Learning, Database Management, Business Intelligence, Statistical Data Analysis
- **Activities:** President of Tribe Consulting, Academic Peer Advisor, Math & CS Tutor

EXPERIENCE

William & Mary Technology Support Center   **Aug 2022 – May 2024**

IT Support/Application Developer   Williamsburg, VA

- Engineer technical assistance solutions and contributed to app development projects using **Python** and **JavaScript**; optimized customer support processes, resulting in a 30% reduction in resolution time and a 20% increase in customer satisfaction scores
- Facilitate day-to-day help desk operations including ticket prioritization, tracking, and timely resolution for **300+** staff, **600+** faculty, and **6,000+** students
- Conduct in-depth analysis of technical issues, identifying root causes, and implementing solutions that reduced response time to customer complaints by 50% and improved overall customer satisfaction by 30%.

Sponsors for Educational Opportunity (SEO)   **Jun – Aug 2022**

Technical Developer Intern   Remote

- Developed a user input database using MYSQL leveraging YouTube and Twitter APIs, tracking **10M+** active user content, followers, subscribers, view count, verification status, and overall account growth
- Collaborated with a 5-member team on designing an internet cookbook and textbook exchange database system utilizing Edamam and Open Library APIs, creating web-based applications using the **Flask** framework
- Executed comprehensive system testing and troubleshooting protocols to ensure optimal website functionality and performance, resulting in a 40% increase in page load speed and a 25% reduction in bounce rate.

PROJECTS

Outdoor Adventure Group (OAG) Database System | SQL, MYSQL Workbench   **Nov – Dec 2023**

- Led a team of **5** to implement a normalized DBMS supporting a Business Intelligence application, focusing on data modeling, query development, and process management analysis
- Designed a data model aligned with product analytics and customer behavior insights using **MYSQL**, optimizing database performance and scalability; enhanced query response time by 40% and reduced data retrieval errors by 25%
- Advised and guided client on proper usage and implementation of the database system, increasing workflow by 50%
- Delivered a fully functional database with **12** queries, increasing managerial decision-making efficiency by 30%

Trending News – DS Capstone Project | Numpy, Pandas, Scikit-learn, Streamlit, GitHub, Kaggle   **Sep – Dec 2023**

- Developed an **NLP** solution for extracting trending news stories over time and created a user-friendly documentation
- Extracted and analyzed approximately 32,000 news articles each from Reuters, The Guardian, and CNBC
- Implemented an **automated data pipeline** covering preprocessing, keyword extraction, and news clustering, leading to 50% reduction in total runtime
- Utilized Spacy's Name Entity Recognition model and sklearn's DBSCAN model for similarity-based news clustering
- Designed dynamic timelines and a web-based application utilizing python's **streamlit** module, for user accessibility

SKILLS

Programming Languages: Python, R, SQL, Java, JavaScript, HTML, CSS, VBA

Tools: Tableau, Microsoft Power BI, Excel, SPSS, MySQL, BigQuery, Jenkins, Flask, Heroku, APIs, Git, GitHub

Certifications: MS Excel Specialist (2018), Google Data Analytics Professional (in progress)