

# 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

### Marine Corps Community Services

Aug 2024 – Present

BI Data Scientist

Quantico, VA

- Design and implement interactive dashboards using SQL and Power BI, reducing the time required to generate monthly marketing reports by 40%
- Develop an automated alert system to identify and address missing data, reducing data-related issues by over 50% and improving the reliability of datasets for analysis
- Leverage R (tidyverse) and ggplot2 for time series analysis and data visualization, presenting dynamic reports to stakeholders using Rmarkdown
- Collaborate with marketing and business operations teams to translate complex data findings into actionable recommendations, driving measurable improvements in operational efficiency

### William & Mary Technology Support Center

Aug 2022 – May 2024

IT Support/Application Developer

Williamsburg, VA

- Engineered 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 CSAT
- Facilitated day-to-day help desk operations including ticket prioritization, tracking, and timely resolution for **300+** staff, **600+** faculty, and **6,000+** students
- Conducted 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%
- Delivered a fully functional database with **12** queries, increasing managerial decision-making efficiency by 30%

## SKILLS

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

**Tools:** Tableau, Power BI, Cognos Analytics, Excel, SPSS, MySQL, BigQuery, Rmarkdown, Oracle, APIs, Git

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