

Anthony Magana

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Professional Summary

Detail-oriented and outgoing service professional with a diverse background in customer support, data management, and client relations. Proven track record of delivering excellent customer experiences and conducting thorough, accurate research. Skilled in managing tight deadlines, making outbound calls, and effectively communicating with clients. Adept at using Excel for data analysis and reporting.

Relevant Experience

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| Freelance <i>Research Assistant</i> Apr 2024 - Present Remote | <ul style="list-style-type: none">• Performs web scraping, big data extraction, data cleansing, and ad-hoc research tasks on an on-call basis to support a client's Ph.D. dissertation• Provides code review and supports client with statistical analysis in R |
| SELISE Digital Platforms <i>Senior Software Architect</i> Jan 2024 - May 2024 Remote | <ul style="list-style-type: none">• Maintained relations with international clients and led initiatives in computer programming for database and microservices projects• Collaborates with leadership to enhance big data processing, utilizing key Microsoft Fabric and Azure Synapse features• Builds curated, de-duplicated, and aggregated business-ready data for utilization in machine learning models• Orchestrates the development of high-performance scalable applications |
| Daasity <i>SQL Developer</i> Aug 2022 - Nov 2022 Remote | <ul style="list-style-type: none">• Developed relations with other departments and clients, built computer software for automatically updating spreadsheets and databases• Developed ETL/ELT flows, custom software solutions, and data pipelines for D2C marketing clients as a front-end tool for delivering client financial, product/UX, and marketing data |

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| Niyonta For USU <i>Campaign Media & Integrity Manager</i> Jan 2022 - Feb 2022 Logan, UT | <ul style="list-style-type: none"> • Produced videos, social media, email, and wix website content • Used automation to increase social media following by 50% and engagement by 118% • Coordinated canvassing team operations and booth setup • Developed banner, pamphlet, and poster content, handled printing |
| <u>Animoto Inc.</u> <i>Senior Customer Advisor</i> Jul 2018 – Feb 2022 New York, NY | <ul style="list-style-type: none"> • Worked with thousands of customers to handle service disputes and conduct user research to gather feedback and reporting for product teams • Created processes for helping customers and trained team members to pass on skills • Developed dozens of metric & KPI-driven processes, macros, and escalation paths through multiple product launches and strategic pivots, analyzed data to successfully lead projects for solving chronic and open ended customer issues and bugs |
| <u>Thinkful Inc.</u> <i>Student Support Manager</i> Jul 2017 - April 2018 New York, NY | <ul style="list-style-type: none"> • Liaison between management, contractors, and student customers to ensure successful adoption of products and services • Answered technical questions and performed various executive assistant duties, contractor payroll |
| <u>Square Inc.</u> <i>Customer Support Representative</i> Jul 2016 - Apr 2017 San Francisco, CA | <ul style="list-style-type: none"> • Provided exceptional customer support, addressing inquiries and resolving issues related to Square's POS hardware • Assisted customers with payment processing and account management, ensuring seamless experiences and fixing errors • Trained in upholding HIPAA, Anti-Money Laundering, and PCI security standards • Top of team in efficiency while maintaining satisfactory and above quality ratings |
| <u>Holiday Inn Express</u> <i>Front Desk Agent/Night Auditor</i> Feb 2016 - Jul 2016 Oakland, CA | <ul style="list-style-type: none"> • Provided world-class guest services for up to 100 guest reservations per day. • Audited and produced nightly reports for the general manager. |

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| <u>SRO Fine Foods</u> <i>Foodservice Staff</i> Nov 2015 - Dec 2015 Scarsdale, NY | <ul style="list-style-type: none"> • Managed and fulfilled catering orders for the winter holidays. • Took and prepared orders for sandwiches, salads, and other pre-prepared specialties. • Reset coffee, oatmeal, and soup dispensers as well as salad bar fixings |
| <u>Denali Organic Growers</u> <i>Farmhand (through W.O.O.F.)</i> Aug 2015 - Sept 2015 Healy, AK | <ul style="list-style-type: none"> • Volunteered in a farmer education program and harvested vegetables • Learned homesteading and community farming skills, packaged food for CSA programs and farmers markets |
| <u>Gargiulos</u> <i>Waiter</i> May 2015 - July 2015 Brooklyn, NY | <ul style="list-style-type: none"> • Provided professional waiting and catering services in a banquet hall setting |
| <u>Coals Pizzeria</u> <i>Shift Lead</i> Sept 2014 - May 2015 Bronxville, NY | <ul style="list-style-type: none"> • Supervised front counter staff and operations, trained new hires and bartended during peak hours. • Coordinated with the kitchen for timely orders, handled register and financial reporting. • Served as a bartender, mixing and serving drinks |
| <u>The Food Mill</u> <i>Nutritional Consultant Intern</i> May 2013 - Jun 2013 Oakland, CA | <ul style="list-style-type: none"> • Kept up-to-date knowledge of top-selling supplements and bulk foods. • Observed health consultations and provided customer support. |
| <u>Sarah Lawrence College</u> <i>Student Shuttle Driver</i> Jan 2014 - Nov 2014 Bronxville, NY | <ul style="list-style-type: none"> • Taxied students around campus in an on-call capacity • Drove a full-size passenger van, taxied students around campus and to various field trips and sports games around the tri-state area. |

Education

[Laney College](#), Oakland, CA

Sept 2019: *Associate of Arts Degree*