

SUMMARY

Process-oriented data analyst interested in root cause analysis and optimization. Experience analyzing and interpreting data to convey actionable insights. Passionate about problem-solving, process improvement, and data storytelling. Interested in the "why" and the "how".

SKILLS

DATA SKILLS: Data Analysis, Data Visualization, Statistical Analysis, Machine Learning, Hypothesis Testing

LANGUAGES/PACKAGES/LIBRARIES: PySpark, SciPy, Python, Pandas, NumPy, Matplotlib, Seaborn, scikit-learn, SQL, MATLAB

SOFTWARE: Tableau, Microsoft Office (Word, Excel, PowerPoint), Atlassian/Confluence/JIRA, Google Suite (Docs, Sheets, Slides), Jupyter Notebook

SOFT SKILLS: Teamwork and Collaboration, Independent Work, Critical Thinking, Communication, Initiative, Attention to Detail, Problem Solving, Time Management

EXPERIENCE

PROPERTYBASE

Customer Success Specialist/Analyst

Boulder, CO

Apr. 2019 to Dec. 2019

- Pulled customer and support ticket data from Zendesk then modeled in Tableau to determine which customers wrote in most frequently with questions about how to use the software and could therefore benefit from purchasing extra one-on-one training
- Analyzed phone logs and Zendesk ticket data to determine the support team's busiest days/times and successfully ensured adequate queue coverage
- Troubleshoot product integration (initially API then later webhook) for 2 products in Propertybase suite--Salesforce product and custom CRM/website product
- Troubleshoot MLS (Multiple Listing Service) feed issues to determine the root cause of missing listings, listings incorrectly associated with a specific real estate agent, and listings that failed to update or were missing information
- Updated and added to internal and external documentation (including how-to articles for clients and procedural steps for the support team) using Zendesk software
- Improved knowledge base search experience by tagging articles with missing keywords for common questions
- Utilized JIRA's ticketing system to transfer feature requests and bug tickets to the development team

NINJATRADER GROUP, LLC

Technical Support I - Bilingual (Spanish)

Denver, CO

Nov. 2018 to Apr. 2019

- Troubleshoot integration issues with market feeds and other market software (slow market feed, inactive feed, connection issues, connecting market feed provider's software to the NinjaTrader platform, etc.)
- Troubleshoot custom add-on's to the NinjaTrader platform--typically those produced by vendor partners (found in the NinjaTrader ecosystem)
- Assisted clients with inquiries and technical issues in both English and Spanish, averaging 40 resolved support tickets and 20 support calls per week
- Utilized TeamViewer for resolution of certain issues involving checking for interference with cloud backup software, resolving settings/updates for Windows OS, and updating to the newest version of the platform
- Trained clients on how orders were filled, how candles were created, what ticks represented, how to change chart view, how to place orders in various order entry windows, and other market or platform basics
- Compiled an internal list of Spanish market vocabulary and resources for new Spanish-speaking technical support team using Atlassian Confluence
- Participated in team QA testing before the NT8 v17 release in order to ensure optimal user experience for clients

AUBURN UNIVERSITY FORMULA SAE

Student Designer/Engineer/Machinist

Auburn, AL

Aug. 2012 to July 2014

- As a member of the ergonomics team worked to analyze NASA anthropometric data for the 2014 season to ensure the car met design requirements--Team placed 2nd in Lincoln competition in 2013 (making AUFSAE history) and 7th in Michigan in 2014
- Utilized CAD software (SolidEdge) for the design process, detailing part specs and ensuring placement and fit of ergonomic team parts with respect to the rest of the car
- Sculpted a seat out of 2-part expanding polyurethane foam and performed a wet fiberglass layup to create a negative mold from it Performed a wet carbon fiber layup of car's seat over the negative fiberglass mold, vacuum bagged, and cured in an autoclave Created seat bolsters for smaller drivers using 2-part expanding polyurethane foam
- Utilized prepreg (dry) carbon fiber for the steering wheel layup over an aluminum mold in order to save weight and minimize excess resin in the part
- Machined several steel and aluminum parts using a mill and lathe for the 2013 competition season

PROJECTS

PREDICTING URBAN POPULATION AS PART OF GLOBAL DEVELOPMENT Mar. 2020 to Sept. 2020

I cleaned, transformed, and analyzed the World Bank Indicators dataset then built a linear regression model to predict the urban population of a country five years in the future based on several indicators in the initial dataset.

PREDICTING CUSTOMER CHURN

Current

For my second capstone project, I will be building a model to predict customer churn. More details to come.

EDUCATION

SPRINGBOARD

Oct. 2020

Data Science Certification

Immersive 500+ hr curriculum with an industry mentor to complete 2 capstone projects

AUBURN UNIVERSITY

Dec. 2017

B.A. Spanish Language and Literature

- Minored in French
- Involvement in FSAE team, AFROTC, Freshman Leadership Program, and American Institute of Aeronautics and Astronautics
- Completed partial coursework in Aerospace Engineering: Aerospace Applications of MATLAB, Computer-Aided Engineering, MATLAB, Topics in Linear Algebra, Linear Differential Equations, Aerodynamics Laboratory, Aerospace Structures I, Aerodynamics I, Calculus I-III, Mechanics of Materials, Statics and Dynamics, Engineering Physics I-II

VOLUNTEERING

THE LITTLE PANTRY THAT COULD

May 2020 to Current

Fridays: Process and storage optimization, collaborative decision-making, stocking shelves and freezers, unloading trucks, sorting through fresh fruits and vegetables, organizing and moving overstock

Saturdays: Welcoming and assisting shoppers as they choose the foods they need, carrying grocery bags, restocking shelves as necessary