

August M Goodlund

Data Science and Project Management | [GitHub](#) | [LinkedIn](#) | [Portfolio](#)

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EXPERIENCE

The Tech Academy, Portland OR- *Internship*

June 2024- June 2024

- Completed a two-week Agile sprint as a junior level data scientist.

Canapii, Portland OR- *Customer Operations Manager*

February 2021 - January 2024

- Customer support and account management
- Liaison between Product and Customer Experience teams, including bug reporting and triage

NurseGrid, Portland OR- *Lead Customer Support Engineer*

May 2018 - February 2021

- Hired as customer support specialist, then promoted to Lead Customer Support Engineer in 2021.
- Maintained high customer satisfaction and quality assurance scores addressing volumes of up to 4,000 inquiries per day.

Mercari, Portland OR- *Customer Experience Team Lead*

October 2016 - March 2018

- Hired as Customer Experience Specialist, then was promoted to Customer Experience Team Lead in December 2016.
- Was chosen to implement a new program of social media responses and set up KPI's and templates to be used by that team.

EDUCATION

University of Montana, Missoula- *BA Environmental Studies*

September 2011 - May 2015

Completed a Bachelor of Arts in Environmental Studies with a focus in Urban Agriculture.

The Tech Academy, Prosper I.T.- *Data Science*

March 2024 - June 2024

Completed Data Science bootcamp with honors.

PROJECTS

[Live Project](#) — *Two-week Agile Sprint*

Completed a two-week sprint as a junior data scientist with The Tech Academy, taking user stories related to data analysis.

SKILLS

Data science, communications, and Agile/Scrum. Trained in the use of communications softwares (Hubspot, Intercom, Zendesk, HootSuite etc.), project management services (Jira, Atlassian, Trello, Monday etc.), and data analysis/visualization applications (SQL/MySQL, Python/Jupyter Notebooks, R/Rstudio, and Microsoft BI).

EXPERIENCE SUMMARY

[Javascript](#): Creating a sample website with a check-out payment form, a Tic-Tac-Toe game, and a simple calculator.

[HTML/CSS](#): Creating a sample website for a bookstore and a movie theater

[Data Science](#): Used R (including RMarkdown and ShinyApp) to analyze and visualize data.

LANGUAGES

Python, R, HTML, CSS, Javascript, MySQL