## Summary

## ● Writing scripts for collecting, cleansing, analyzing, and preparing data to identify opportunities for improvement in business process.

● Perform quantitative analysis using a myriad of analytic tools and techniques.

● Query databases and develop business dashboards to articulate results in non-technical terms.

● Comfortable building broad array of predictive and prescriptive models, such as time series, neural networks, Bayesian algorithms, linear models, and tree-based algorithms.

## Skills

**Data Analysis and Visualization**: R-Studio **|** GGPlot **|** Python **|** Pandas **|** NumPy **|** Scikit **|** Jupyter

**Data Warehouse and BI**: SQL **|** SQL Server **|** Tableau **|** Technical Architectures **|** RDBMS **|** MongoDB

**Microsoft Suite**: Excel **|** PowerPoint **|** Access **|** Project **Google Suite**: Sheets **|** Docs **|** Forms **|** CoLab

## Projects

**ServiceNow (Big Data Analytics)**

*Data Cleansing & Transformation, Timeseries Forecasting Modeling* Team of 5

● **Data Cleansing & Transformation:** Cleansed >250,000 ServiceNow tickets in Python across disparate sources for analysis. Wrote functions to transform cleansed data into forms suitable for timeseries analysis.

● **Timeseries Forecasting:** Developed Prophet models in Python to run forecasts on ServiceNow timeseries data. This was done by writing functions to execute low level forecasting across different categories at scale.

**Texas Weather & Sentiment Prediction (Machine Learning)**

*Exploratory Analysis, Data Collection, Predictive Modeling, Presentation* Team of 2

● **Exploratory Analysis:** Ran EDA in R on sourced data to determine which days in the sample were most likely to illicit strongest emotion (based on hypothesis).

● **Data Collection:** Collected Tweets using R from selected days to run sentiment analysis against.

● **Predictive Modeling:** Developed a model using Naïve-Bayes to predict human sentiment based on a given day’s climate metrics. It was found to predict with >60% accuracy sentiment after removal of swears.

● **Presentation:** Designed and assembled presentation to communicate findings in front of course.

**Art Marketplace Tool (Database Administration)**

*Role(s): Database Architecture, ETL* Individual

● **Database Architecture:** Designed a SQL relational database in 3NF from scratch to connect artist freelancers with potential clients through use of service listings and keyword dimensions.

● **ETL:** Deployed an ETL program against the online input form to appropriately load data into the relational database for later querying.

## Relevant Coursework

Data Warehousing **|** Database Administration & Management **|** Big Data Analytics **|** Machine Learning **|** Scripting for Data Analysis **|** Financial Analytics **|** Business Management Analytics **|** Management Science

## Work Experience

**1418 Coffeehouse**

*Manager, Hilti North America* 10/2020 - present

● **Start Up:** Tackles new challenges managing 1418 Coffeehouse’s first satellite location, establishing good business practices for future success.

*Shift Lead, Barista* 05/2019 - 10/2020

● **Business Growth:** Part of the 2020 leadership team that facilitated a 30% growth in business revenue and social media presence.

● **Operations Management:** Led employees through fast paced business shifts, ensuring that all team members received adequate breaks during high volume periods.

● **Quality Assurance:** Drove high order satisfaction by validating order accuracy, reducing product waste. Improved customer experience led to $2+ increase in average sales and an over 30% increase in tips.

**Ronnie J.L. Ward & Son**

*Office Administrator, Commercial/Personal Insurance* 05/2019 - 05/2020

● **Administrative Assistance:** Oversaw the development and maintenance of agents’ daily and monthly schedules.

● **Database Management:** Integrated client database, agent’s calendar, and certification issuance to improve office productivity, which increased business efficiency and profitability.

**VII Apparel Co.**

*Lead Designer/Associate* 07/2016 - 05/2019

● **Team Leadership:** Responsible for employee development and training in the art department, guiding professional growth among team members and interns.

● **Project Planning:** Communicated company needs to client if projects fell behind schedule and required additional time or cost outside of the original scheduled budget, where a new cost and time frame would be negotiated.

## Education

|  |  |
| --- | --- |
| **M.S. in Applied Data Science**  *Syracuse University*— *Syracuse, NY*  **GPA 3.9** (current) Expected Graduation: 2021 | **B.F.A. in Visual Communication**  *University of Oklahoma*— *Norman, OK*  **GPA 3.65** Graduation: 2016 |