Ben Deines

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PROFESSIONAL SUMMARY

Former customer-focused professional pivoting into data analysis. Offers strong analytical thinking, clear communication, and a track record of problem-solving under pressure. Proficient in Python, SQL, and R, with hands-on experience in data cleaning, visualization, and insight delivery. Known for collaboration, detail orientation, and adaptability in fast-paced environments.

TECHNICAL SKILLS

Programming & Tools: Python, SQL, R, Excel, Git, HTML/CSS

Libraries & Platforms: Pandas, Matplotlib, Seaborn, ggplot2, dplyr, RStudio, Jupyter Notebook, PostgreSQL

PROJECTS

Customer Churn Prediction & Analysis

Tools: Python, Pandas, Matplotlib, Seaborn, Jupyter Notebook

- Analyzed telecom customer data for churn patterns; delivered actionable retention insights.

- Key Insight: Month-to-month contracts and frequent tech issues raised churn risk.

E-Commerce Business Intelligence with SQL

Tools: PostgreSQL

- Wrote and optimized queries to analyze customer purchases and revenue trends.

- Key Insight: Loyalty customers spent 30% more; peak revenue in Q4.

Environmental Data Visualization in R

Tools: R, dplyr, ggplot2, RStudio

- Visualized pollution and temperature trends in U.S. cities.

- Key Insight: Industrial areas showed increased airborne pollutants over time.

WORK EXPERIENCE

Data Analyst Intern

Prosper IT Consulting – Portland, OR | Dec 2024

- Analyzed diverse datasets in Python using Jupyter Notebook.

- Cleaned and transformed data, developed visualizations, and created insight-driven reports.

Security Guard

Securitas, Inc. – Portland, OR | Oct 2023 – Sep 2024

- Ensured safety at a luxury hotel; supported guest needs with professionalism.

Ramp Service Agent

McGee Air Services – Portland, OR | Sep 2022 – Aug 2023

- Managed baggage logistics with tracking software; enhanced operational efficiency.

Passenger Assistant

Bags, Inc. / Huntleigh, Inc. – Portland, OR | Sep 2018 – Oct 2021

- Provided mobility assistance to passengers; facilitated smooth airport navigation.

Recycling Worker

Doyle's Warehouse – Coeur d'Alene, ID | May 2016 – Sep 2017

- Operated sorting equipment; upheld safety procedures in high-volume setting.

Security Guard

Securitas, Inc. – Austin, MN | Oct 2007 – Sep 2015

- Performed patrols, safety checks, and reported incidents for corporate clients.

EDUCATION & TRAINING

Bachelor of Arts in English and Philosophy

Concordia College – Moorhead, MN

Gained strong foundation in analytical thinking, communication, and ethics.

Certification in Data Science

The Tech Academy – Graduated Dec 2024

Completed hands-on training in Python, SQL, R, and data visualization tools.

CERTIFICATIONS

- SQL for Data Science – Coursera, Nov 2024

- Python for Data Analysis – Udemy, Nov 2024

- R Programming and Data Visualization – DataCamp, Nov 2024