

Bryan Zamora

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Education

Bachelor of Arts Concordia College *Moorhead, MN* **Exp: December 2025**

- **Double Major** in Data Science and Environmental Studies (Sustainability).
- **Relevant Coursework:** Introduction to Database Management, GIS, Data Mining, Forecasting, Interpersonal Communication, Applied Statistical Models, Fundamental Structures, Statistics.
- **Certifications and Awards:** Davis United World College Scholar (2021-2025), International Baccalaureate Diploma (Credential ID 001415 0094), Central American Youth Ambassadors Program (Georgetown University CIED).

Experience

Student Technician ITS Solution Center at Concordia College *Moorhead, MN* **08/2024 - Present**

- Troubleshoot hardware and software issues through remote sessions, phone calls, and in-person support, ensuring 100% customer satisfaction by providing actionable insights for fast resolution.
- Collaborate with different teams across departments to address evolving tech needs, utilizing interpersonal and communication skills to meet project deadlines and adapt to change effectively.
- Maintain and refine process documentation in a knowledge base to streamline processes and enable knowledge sharing, improving troubleshooting efficiency by 20% through documented process improvements.

Climate Data Intern Sustainability Office at Concordia College *Moorhead, MN* **08/2023 - Present**

- Collaborate with cross-functional teams from campus facilities to develop and implement energy-saving measures informed by data models and data analysis techniques, optimizing system performance and contributing to a 10% reduction in electricity consumption.
- Research and implement new data collection methods to enhance data sharing between the Sustainability Office and campus facilities, supporting greenhouse reporting and improving process documentation for more efficient IT services.
- Analyze technical data from 5+ offices to identify key areas for greenhouse emissions reduction and infrastructure improvement, using actionable insights to achieve a 15% reduction in energy usage through optimized system management.

Mobile Expert at T-Mobile Technology Connecting Customers Wireless *South Fargo, ND* **04/2023 - 07/2023**

- Processed an average of 50 service requests daily in both English and Spanish, including account setups, troubleshooting, and technical inquiries, ensuring accurate resolutions through basic computer skills and efficient system management.
- Provided bilingual IT support for service activations and account management, leveraging interpersonal and communication skills to meet customer satisfaction goals and contribute to quality standards.
- Collaborated with several teams to improve processes through actionable customer feedback and developed a bilingual communication strategy, enhancing knowledge sharing and exceeding service targets by 10%.

Projects

Fargo-Moorhead Housing Pricing *- Full Stack Development -* *- Github Repository -*

- Built and deployed a linear regression model using R and DuckDB, optimizing predictions of housing prices with key features like list price and square footage. Leveraged caret for data partitioning and automated data ingestion from GitHub for reproducibility.
- Developed a Shiny web app connected to a Vetiver API, providing dynamic user predictions. Integrated a Plumber API to expose the model and enable seamless interaction between frontend inputs and backend analytics.

Predicting Casualties in Traffic Crashes of New York City *- Data Science Project -* *- Github Repository -*

- Preprocessed NYC traffic crash data by engineering features, transforming timestamps into seasonal and time-of-day factors, and classifying vehicle types and contributing factors via string matching and dummy encoding. Utilized the caret package for balanced training and testing datasets.
- Developed and evaluated classification models, including Logistic Regression, Naive Bayes, and k-Nearest Neighbors, to predict casualties. Assessed performance using confusion matrices, ROC curves, and cross-validation, optimizing thresholds for real-world applicability.

Skills

- **Languages and Frameworks:** R, SQL, JavaScript, C++, HTML.
- **Libraries and Development Tools:** Shiny, ggplot2, dplyr, tidyr, readr, DuckDB, caret, renv, lubridate, forecast, GitHub, latex.
- **Programs:** RStudio, ArcGIS Pro, GitHub, Microsoft Office Pack, Microsoft Teams, Notion, Canva.
- **Skills:** Data Visualization, Data Analysis, Remote Troubleshooting and IT Support, Web Development for Data Science, Statistical Modeling, AWS.

Leadership and Programs

- **Treasurer Latinx Organization for Achievement (2022-2023):** managed the organization's budget, tracked expenses, and coordinated event funding. I ensured financial transparency, prepared financial reports, and collaborated with leadership to plan activities within budget constraints.
- **International Community Representative at Student Government Association (2022-2023):** advocated for international students, promoting cultural inclusivity and addressing student concerns.