Carlos Cura
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EDUCATION

University of Washington **Seattle, WA**
BS, Major in Information Technology (Concentration in Data Science), Minor in Mathematics *September 2019 - June 2024*

SKILLS

Coding Languages: SQL, R, Html/CSS, Javascript, Java, Python, PHP

Application Tools: Jupyter Notebook , Scikit-learn , Tableau, D3, Bootstrap, React, Office 365 (Excel, PowerPoint, Word), Microsoft Project Plan, Linux (centos, Ubuntu, Fedora), Figma (Wireframe), Adobe XD, Markdown (Terminal & Powershell), Git & Github

Soft Skills: Customer and Reception Services , Scrum/Agile/SDLC Principles

WORK EXPERIENCE

Brand Associate *August 2021 - Present*
Nike Department Store

- Maintain a product floor that prevents loss and minimizes risk while ensuring a welcoming, customer-friendly environment. Displayed stock products and visual elements on the sales floor while maintaining updated knowledge on current products, pricing, and promotions.
- Demonstrates strong customer-focused engagement providing exceptional customer service to learn needs and wants to personalize purchase opportunities. Managing financial transactions and purchases using cash registers POS (point-of-sale) system.
- Process shipments and maintained organization of stock which ensures store operation and conversion to the consumer.
- Delivered comprehensive technical support by guiding customers through app features, assisting with navigation, resolving app usage issues, and leveraging digital tools to help them access Nike's online services, including product searches, purchase transactions, and rewards program enrollment.
- Conducted basic troubleshooting for mobile devices, including network connectivity issues, app installation errors, and device compatibility problems.
- Introduced an average of 4 customers daily to the Nike App, using mobile devices to help them download the app, create accounts, and troubleshoot any issues such as download errors, connectivity problems, and software updates. Demonstrated strong communication skills by effectively explaining technical processes to both technical and non-technical customers.
- Displayed a passionate, can-do attitude while assisting customers and efficiently triaging and prioritizing tasks in a fast-paced environment to ensure a seamless customer experience.

PROJECTS

SQL - Makeshift Spotify project
Microsoft SQL Server

- Created Entity Relationship Diagrams (ERD) to develop data modeling skills and communicate the structural components of databases (entities, attributes, data types, and indexes).
- Developed SQL scripts for creating tables, defining relationships and ensuring data integrity
- Successfully implemented error handling mechanisms, reducing impact of runtime errors on data consistency
- Designed and implemented a robust relational database that mimics spotify music streaming platform using Microsoft SQL server
- Wrote stored procedures (specifically nested procedures) to create parameters to pass in user values/entries for faster processes to extract while placing security to restrict straight access into the database.

R Programming Language (Data Visualization) - Incarceration Project

- Worked with a real-world, messy dataset and used visualization skills to expose patterns of inequality using incarceration data collected to design and build compelling visualizations to expose particular trends in the data.
- Created a website (using RMarkdown and GitHub Pages) to share my results.

SQL - University Database
Microsoft SQL Server

- Operated on simulated university data (UW's) to answer complex questions by applying advanced techniques such as Group by/Having, Joins, and Subqueries to demonstrate query writing using Azure Data Studio.
- Made a fundamental understanding of relational databases by implementing primary and foreign key usage to define databases (Relational Data Modeling).
- Created Entity Relationship Diagrams (ERD) to develop data modeling skills and communicate the structural components of databases (entities, attributes, data types, and indexes).
- Wrote stored procedures (specifically nested procedures) to create parameters to pass in user values/entries for faster processes to extract while placing security to restrict straight access into the database.

Tableau - Airplane incident exploration project

- Leveraged Tableau to convert aircraft incident data into informative, interactive dashboards that clarify key safety vulnerabilities and incident trends.
- Executed data cleansing and preprocessing, followed by the creation of intuitive Tableau dashboards that include geographic maps, bar, and pie charts, effectively synthesizing data to highlight risk-prone phases of flight and aircraft types. This process showcased advanced Tableau proficiency, robust analytical reasoning, and strategic communication skills in delivering complex data insights.

Python Programming Language (Machine Learning) - NBA player performance shot indication

- Developed predictive models using python and scikit-learn to analyze player performance
- Applied methods of handling missing values and feature scaling using Pandas and Numpy libraries for efficient data manipulation and cleaning
- Developed decision trees, SVMs, logistic/linear regression to predict shot precision accuracy for basketball players
- Utilized matplotlib to present findings and model outcomes to stakeholders utilizing matplotlib to make complex machine learning concepts accessible to non-technical audience