

# Albert Shilling

Coral Springs, FL | [ashilling2018@fau.edu](mailto:ashilling2018@fau.edu) | (239) 878-8165

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## EDUCATION

Florida Atlantic University  
Bachelor of Science in Data Science & Analytics  
Minor in Artificial Intelligence  
GPA: 2.8/3.6

Boca Raton, FL  
May 2025

## RELEVANT COURSEWORK

Data Structures & Algorithm Analysis, Internet Computing, Data Mining and Machine Learning, Data Management with Excel, Artificial Intelligence w/ Python

## TECHNICAL SKILLS

Languages: C/C++, Python, R, JavaScript

Python Libraries: Pandas, Numpy, Tensorflow, Keras, Seaborn, Matplotlib, Scikit-learn, Streamlit

Web Development: HTML5, CSS3, PHP, jQuery

Software: MS Office, Slack, ConnectTeam, Tableau, WashConnect, Point of Sales Systems

## PROJECTS

### Customer Traffic Prediction App

Designed and deployed a Streamlit web application to forecast daily car wash traffic, aiding in operational planning and staff scheduling. The tool leverages three years of historical customer data and weather patterns to compare the performance of two machine learning models: an LSTM neural network and an XGBoost decision tree. Developed for Rising Tide Car Wash, where 80% of the team is on the autism spectrum, this solution helps visualize daily sales goals and improve workflow predictability.

### AI-Powered Gmail Automation

Built and deployed a Streamlit-based web app to automate responses to common customer emails using a GPT-powered assistant. The system drafts reply emails ready for human review, significantly reducing the communication workload for corporate team members and allowing them to focus on higher-priority tasks.

### Retail Per Customer/Key Performance Indicator Automation App

Designed and created a web-based app using Python's Streamlit library which takes a CSV file as the input and filters for specific car wash counts to aid in management's labor and efficiency inspections. The app helps in these calculations without having to manually input data into a Google Sheets or Excel file.

## **WORK EXPERIENCE**

Rising Tide Car Wash

Parkland, FL

Operations Analyst

January 2025 – Present

- Designed and implemented machine learning and AI powered tools to optimize operational workflow
- Assist in troubleshooting technical issues at point of sales systems
- Analyzed historical customer data to identify behavioral patterns and trends, aiding in targeted strategies for improving customer retention and service efficiency

Rising Tide Car Wash

Parkland, FL

Assistant Manager

August 2021 - Present

- Use Retail Per Customer calculations to adjust daily labor and keep business profitable
- Provide reports to upper management on wash counts, labor, efficiency and deposits
- Assist in IT and tech related issues to ensure customer satisfaction

School District of Lee County

Fort Myers, FL

Information Technology Intern

May 2015 – August 2018

- Assisting the IT department in updating hardware systems in various schools
- Replacing out of date desktops with Chromebooks and new desktops
- Disassembly and repair of hardware including hard drives, OS systems, RAM replacement, and graphics cards