



# CHRISTOPHER MANLEY

ANALYTICS PROFESSIONAL  
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## CURRENT ROLE

DATA ANALYST • SYNERGENT • MARCH 2019 – PRESENT

- In a Data Warehouse environment, brainstorm, design and implement relevant Business Intelligence dashboards for customer end users.
- Develop SQL queries, tables and views to support ad-hoc reporting requests.
- Develop Python scripts for data cleansing, transformation and automation.
- Specific focus on research and development for the creation of analytic products for use by customers and internal staff. Examples include a ticket flow forecasting dashboard and a product recommendation engine.
- Data Integration via API, ie: Salesforce.

## EDUCATION

M.S. - ANALYTICS • GEORGIA TECH  
EXPECTED COMPLETION MAY 2023

DATA SCIENCE IMMERSIVE • GENERAL ASSEMBLY  
JULY 2018 – OCT 2018

- Completed several data science projects during a 500+ hour, 12-week immersive program.
- Used Python and its associated libraries, machine learning algorithms for regression and classification problems, along with classic statistical methods, to analyze, visualize, and present findings with a multitude of data sets.

B.A. ENGLISH – CREATIVE WRITING  
NEW ENGLAND COLLEGE • MAY 2009

## SKILLS

PYTHON | SQL | EXCEL | DATA VISUALIZATION | DATA WAREHOUSING | DATA CLEANSING | SSMS | SISENSE | TABLEAU

**PYTHON LIBRARIES:** PANDAS | NUMPY | MATPLOTLIB  
SCIKIT LEARN | SEABORN | SCIPY

## PAST EXPERIENCE

ACCOUNT MANAGER • SYSTEMS ENGINEERING

MAR 2017 – JUNE 2018

- Developed and created ongoing customer relationships and resolved customer issues with 25-30 managed accounts.
- Successful at meeting sales quotas and growing managed services.
- Recognized for strong communication skills in technical proposal writing and presentation. Demonstrated business value to non-technical decision makers.

INSIDE SALES • SYSTEMS ENGINEERING • MAY 2015 – FEB 2017

- Supported outside sales teams through sales cycle phases from quoting to ordering.
- Procured vendor quotes for hardware, software, and services.
- Built bills of materials and set initial pricing based on best practices

MAC TECHNICIAN 'GENIUS' • APPLE RETAIL

APRIL 2013 – MAY 2015

- Resolved customer software and hardware problems.
- Advised non-technical employees on key technical issues.
- Demonstrated strong communication and training skills. Led several week-long training programs for new employees.
- Recognized by management as a level-headed, creative problem solver and change manager. Rewarded by being selected as a formal employee mentor.

## CONTACT LINKS

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