# Cole McIntosh

"Our intelligence is what makes us human, and AI is an extension of this"
- Yann LeCun

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## EXPERIENCE

### RealPage (Richardson, TX)

February 2018 – Present

#### Operations Analyst

August 2021 - Present

Designing , establishing, and maintaining analytical reporting structures for various lines of business for business intelligence systems, presiding over database connection set up, and troubleshooting. This includes writing SQL statements to create data models in various BI systems, integrating BI systems to customize external reporting for client facing reports, and building machine learning models to perform predictive analysis.

#### Workforce Analyst

October 2020 - January 2021

Running hourly reports to determine the current staffing and volume that is required in order to ensure contractual service level agreements are being met across multiple call center locations in the US and the Philippines.

#### Team Lead Assistant

December 2019 - August 2021

Coaching and ongoing development of contact center leasing agents including the facilitation of initial post training evaluations to ensure quality control and key performance indicators are being met.

#### Contact Center Associate

February 2018 - December 2019

From a level 1 associate to level 3. Answering multi-family leasing phone calls, assisting each caller regarding leasing information about the given property they have inquired about. Answering a variety of call types from affordable housing, student housing, Specialty senior living, as well as conventional multi-family housing.

## SKILLS

Python
Flask
Machine Learning
Neural Networks
Selenium (Automation)
SQL
React JS
Html
Css
Javascript

## CERTIFICATIONS

Blockchain Specialization (University at Buffalo, The State University of New York)

Python Specialization (University of Michigan)

SQL for Data Science (University of California, Davis)

AWS Cloud Technical Essentials (Amazon)

Technical Support Fundamentals (Google)

## EDUCATION

Collin County Community College (Frisco, TX) — Business

August 2017 – December 2017