Cole McIntosh

Cell: +1 (469)-247-1784
www.colemcintosh.io
colemcintosh6@gmail.com
www.linkedin.com/in/colemcintosh
github.com/colesmcintosh

EXPERIENCE

Otter (Remote – Los Angeles, CA)

July 2022 - Present

Global Scaled Tooling Analyst

Created and maintained data pipelines and automations using Python, enhancing scalability and productivity for global teams in Asia, South America, US, Canada, Australia, and Europe. Developed customized internal tools, translated operational needs into technical solutions, ensured data reliability, and incorporated AI aligning with industry trends to drive operational efficiency.

RealPage (Richardson, TX)

February 2018 - July 2022

Operations Analyst

August 2021 - July 2022

Designed, established, and maintained business intelligence reporting structures. Managed database connection setup and troubleshooting. Created SQL data models for BI systems, integrated BI systems for custom client reports, and built machine learning models for predictive analysis.

Workforce Analyst

October 2020 - January 2021

Managed hourly reports to maintain contractual service level agreements across multiple call center locations. Monitored staffing and volume requirements.

Team Lead Assistant

December 2019 - August 2021

Coached and developed contact center leasing agents. Facilitated post-training evaluations to ensure quality control and KPI adherence.

Contact Center Associate

February 2018 - December 2019

Progressed from Level 1 to Level 3 associate. Handled leasing calls, provided information on various housing types including affordable, student, senior living, and conventional multi-family housing.

SKILLS

- Programming (Python, JavaScript, SQL, Golang)
- Data Management
- Tool Development
- Automation
- Machine Learning/AI
- Cross-Cultural Communication
- Cloud Services (AWS, GCP)
- Business Software (MS Office, Google Suite, Salesforce)

CERTIFICATIONS

Google Cloud Fundamentals: Core Infrastructure (Google)

Python Specialization (University of Michigan)

SQL for Data Science (University of California, Davis)

AWS Cloud Technical Essentials (Amazon)

Introduction to Generative AI (Google)

EDUCATION

Collin County Community College (Frisco, TX) — Business

August 2017 - December 2017