CRAIG T. CHOSNEY

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| PROFESSIONAL SUMMARY

Highly motivated and detail-oriented analyst with a passion for using data to improve business performance and customer experience. Graduate work focus on quantifying the efficacy of DEI initiatives in the HR and employment sector. Expert team leadership, planning, and organizational skills developed during successful hospitality career.

| EDUCATION

CUNY Graduate Center
New York, NY • Expected in 12/2024

> *Master of Science*: *Quantitative Methods in the Social Sciences Advanced Certificate in Data Science*

Coursera
Online • 08/2023

> *Certificate*: *Google Data Analytics*

New York University
New York, NY • 05/2022

> *Certificate*: *Computer Science*
> *Tandon School of Engineering Preparatory Course*

Parsons School of Design
New York, NY • 12/2007

> *Associate of Applied Science*: *Fashion Marketing And Communication*

Denison University
Granville, OH • 05/2005

> *Bachelor of Arts*: *Sociology/Anthropology/Geology*

| WORK HISTORY

Freemans Restaurant - *Server Captain and Shift Manager*
New York, NY • 08/2012 - Current

- Optimize seating in high-volume 150-seat NYC restaurant while maintaining calm, professional demeanor, reducing wait times to under ten minutes.
- Handle customer complaints professionally, resolving issues through diplomatic acknowledgment and commitment to service, resulting in a 20% positive increase in Resy analytics customer ratings.
- Deliver in-depth training to workers in customer-facing roles to promote strong team performance.

| SKILLS

- Data Visualization: Datawrapper, Flourish, R Studio/ggplot2, Tableau
- Modeling: linear regression, logistic regression
- Programming: C++, Python, R, STATA
- Statistical analysis

| RELEVANT COURSEWORK

- Big Data Analytics
- Computer Programming in C++
- Data Structures and Algorithms
- Data Mining
- Data Visualization
- Discrete Math
- Introduction to Computer Networks
- Machine Learning
- Object Oriented Design
- Principles of Operating Systems
- Quantitative Research Methods
- Sociological Statistics
- Simulation and Modeling Techniques

| PROJECTS

"Minority Representation in Museum Sector Employment, 2014-2020" - 12/2022

- Compiled, cleaned, and manipulated EEO-1 survey data in R for proper handling.
- Developed polished visualizations to share results of data analyses.
- Wrote, formatted, and output report using R Markdown.

"Measuring Factors for Museum Sector Income Inequality, 2016-2021" - 5/2023

- Compiled, cleaned, and manipulated IPUMS USA ACS data in STATA for proper handling.
- Ran statistical analyses within STATA, including linear and logistic regressions, to process datasets.
- Tested and validated models for accuracy of predictions in outcomes of interest.