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
Coursework complete 5/2024 • Degree 12/2024

   Master of Science*: Quantitative Methods*
   Advanced Certificate: *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*: Marketing And Communication*

Denison University. Granville, OH • 05/2005

   Bachelor of Arts*: Sociology/Anthropology/Geology*

WORK HISTORY

Freemans Restaurant - ***Manager and Captain***
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: Flourish, R Studio/ggplot2, Matplotlib, Tableau
- Modeling: linear regression, logistic regression
- Programming: C++, Python, R, STATA
- Statistical analysis

RELEVANT COURSEWORK

- Big Data Analytics
- Data Mining
- Data Visualization
- Machine Learning
- Quantitative Research Methods
- Sociological Statistics
- Simulation and Modeling Techniques

PROJECTS

"Minority Representation in Museum Sector Employment, 2014-2020"
- 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"
- 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.