

# COLE THORPEN

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## EDUCATION

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**UNIVERSITY OF WASHINGTON**, Seattle, WA (Remote)

June 2026

*Master of Science in Information Management — 3.97 GPA*

- Concentrations: Data Science; Program/Product Management & Consulting

**GONZAGA UNIVERSITY**, Spokane, WA

*Bachelor's Degree in Computer Science, Minor in Spanish — Graduated Cum Laude*

## EXPERIENCE

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**WAGNER EQUIPMENT (CATERPILLAR DEALERSHIP)**

May 2024-Present

*Data Analyst*

- Built and maintained 10+ real-time Power BI dashboards using advanced SQL for ETL and DAX for calculated measures, enabling dynamic insights for internal teams and customers, and driving a 15% increase in call answer rates within 4 months
- Helped migration to Microsoft Fabric by consolidating 5+ legacy systems (100+ tables each) into a unified, scalable analytics platform, improving refresh reliability, data accessibility, and enabling consistent reporting across departments
- Delivered executive and operational KPI dashboards to 20+ dealership locations, increasing visibility into sales, service, and inventory performance to support regional strategy and data-driven decision-making
- Developed a performance scoreboard to benchmark dealership branches, achieving over 60% adoption within the first month and significantly increasing engagement with KPI tracking tools
- Automated reporting for customer-facing metrics, call center activity, inventory, and backorder alerts, saving 12+ hours weekly and improving responsiveness for managers and clients
- Enhanced warehouse dashboards to track \$150M+ equipment in real time across multiple locations, increasing accountability, operational efficiency, and stock tracking across the network

**UNIVERSITY OF WASHINGTON**, Seattle, WA

Mar 2024-May 2024

*Teaching Assistant, Data Science I (Quarter-Long Course)*

- Graded assignments for 25 graduate students, providing detailed feedback on data literacy, statistics, and Python, while collaborating with the instructor on rubrics and student progress
- Supported students via office hours and online platforms, clarifying concepts, and managed course logistics, including submissions and materials on Canvas

**FILSON**, Seattle, WA

Aug 2022-Dec 2023

*Sales Associate*

- Analyzed sales trends to support product design, driving a 30% increase in holiday sales (2022 & 2023)
- Maintained a client book, delivering personalized service that boosted conversions and customer loyalty
- Managed inventory and optimized product displays aligned with brand standards

## PROJECTS

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**FREELANCE DATA SCIENCE PROJECTS**, Seattle, WA

Aug 2020-Mar 2024

*Self-Directed Data Analyst*

- Completed passion-driven projects exploring data science concepts using Python, Java, C++, and key libraries
- Manipulated datasets, extracted insights, and built predictive models to deepen technical skills

## SKILLS

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- **Technical:** SQL, Python, Excel, Tableau, Power BI, Microsoft Power Apps, Data Cleaning, Regression Analysis, Statistical Modeling, Machine Learning, OOP, Git/GitHub, Agile, API Integration, Google Workspace
- **Languages:** English (Fluent), Spanish (Conversational Proficiency)