

Christina W. Gao

christina.gao00@gmail.com ❖ +1(626)236-6944 ❖ Walnut, CA ❖ [linkedin.com/in/christinagao1/](https://www.linkedin.com/in/christinagao1/)

EDUCATION

University of California Santa Cruz

Sept. 2019 - June 2023

Bachelor of Science in Technology Information & Management; Minor in Economics

Santa Cruz, CA

- Coursework: Introduction to Econometrics, Introduction to Database Management Systems, Business Strategy & Information Systems, Introduction to Management of Technology I/II, Marketing, Economics of Accounting

PROJECTS

My Personal Portfolio | <https://cwgao00.github.io>

- Successfully completed 5+ data analysis projects showcasing proficiency in:
 - SQL, Python, Jupyter Notebook, SQL Server Management Studio, Tableau, Power BI, and Excel.

Data Analysis with Python Certification | [freeCodeCamp.org](https://www.freecodecamp.org)

- Demonstrated ability to work with Jupyter Notebooks for data analysis and reporting.
 - Skilled in data processing and manipulation using libraries like NumPy and Pandas.
 - Proficient in data visualization techniques using Matplotlib and Seaborn.
 - Possessed a solid understanding of NumPy and its applications, including indexing, reshaping, and applied statistics.

Relational Database Certification | [freeCodeCamp.org](https://www.freecodecamp.org)

- Mastered basic Bash commands, progressively advancing through navigating and manipulating file systems, scripting in Bash, and exploring advanced usage within the terminal.
- Acquired skills in creating and managing relational databases using PostgreSQL and mastering SQL.
- Gained proficiency in Git

Social Media Workflow Development

- Addressed the challenge of limited personnel on the board of directors at Santa Cruz Mountain Art Center by designing an optimized workflow.
 - Implemented an Airtable database to centralize post data, streamlining content creation, editing, and scheduling processes.
 - Leveraged automation tools such as Make to seamlessly schedule approved content across diverse social media platforms.

Systems Analysis and Design Project Sequence

- Conducted thorough Company and Industry Analyses to guide the project.
- Utilized FAST methodology for product reverse engineering, creating a strong House of Quality (HOQ) aligning customer needs with technical specifications.
- Implemented advanced demand estimation processes, ensuring precise resource allocation through static and adaptive forecasting techniques using Excel.
- Directed inventory optimization strategies, including cycle calculations and sensitivity analyses for informed decision-making and sustained profitability.

WORK EXPERIENCE

Starbucks

Sept. 2022 - June 2023

Barista (25 Hours/Week)

Capitola, CA

- Maintained a 99% order accuracy rate through meticulous attention to detail in order preparation, resulting in improved customer satisfaction and repeat business.
- Applied quick and effective problem-solving skills to address customer concerns and adapt to dynamic challenges.
- Consistently provided exceptional customer service in a high-pressure environment, resulting in a 95% customer satisfaction rate, increased customer loyalty, and acquiring an average of 100 customers daily.

SKILLS

Technical Skills: SQL, Excel, Python, Data Analysis, Power BI, SSMS, Project Management

Soft Skills: Attention To Detail, Adaptability, Flexibility, Criticism-Open