

CYNTIA WONSCH

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Passionate Data Analyst with exceptional interpersonal skills who thrives in dynamic and challenging environments. Proven ability to learn new technologies on the go and under pressure, always delivering results in a timely fashion.

EDUCATION

University of California

Irvine | February, 2019

Data Analytics Bootcamp Certification, intense hands-on 24 week program with a challenging curriculum to gain the specialized skills to analyze big data and turn into clear insights.

University Anhembi Morumbi

Brazil | December, 2002

Bachelor's Degree in Tourism and Hospitality Management, four year undergraduate program focused on Hotel and Tourism Management.

SKILLS

- Python: Flask, SQLAlchemy, Pandas, Numpy, Matplotlib, API Requests, Data Mining, Splinter, BeautifulSoup, Jupyter Notebook, Vader Sentiment Analyzer, Tweepy
- JavaScript: Plotly.js, D3.js, leaflet.js
- Web: HTML, CSS, Bootstrap
- Databases: MySQL server, MySQL workbench, MongoDB
- Business Intelligence: Tableau
- Machine Learning: Scikit-learn, Keras
- Big Data: Hadoop, Spark, Zepl

PROJECTS

Machine Learning: (Solo project) Trained and tested various Machine Learning Scikit-learn models in order to predict the average temperature for the following day based on historical weather measurements, Linear Regression was the model that best predicted the temperatures. Preprocessed the data to remove variables that indicated low correlation with the desired result.
(GitHub repo: [weather_prediction_2](#))

Full-stack Website: (Group Project) Website with a dashboard page where users can check each bike station for address, bike and docks availability and hours of operations. A page with an interactive map where users can get directions to stations and an analysis page where an analysis can be made based on type of users.

Website: <https://metro-bike-share.herokuapp.com>

Repo: <https://github.com/charlehl/project-two-bikeshare>

Web Scraping: Create a website with information and images about the planet Mars scraped from various websites. (GitHub repo: [UCI_projects/web_scraping](#))

SQLAlchemy: Performed precipitation and temperatures queries on SQL and generated visualizations to help user determine weather conditions during selected period of time.

(GitHub repo: [UCI_projects/Advanced_data_storage_retrieval](#))

API Queries: Utilizing Twitter API, collected the last 100 tweets sent out by news media organizations and run a sentiment analysis. Compare all of the news media organization compound sentiment and plot visualizations to better compare the mood tendencies for each channel.
(GitHub repo: UCI_projects/Social_analytics)

Geo-mapping: Retrieve a Geo-JSON file from the USGS website and create a map to display all earthquakes in the past 7 days making the data markers reflect the magnitude of the earthquake. Add a second dataset to the map to display the faulty lines. (GitHub repo: UCI_projects/Geo_mapping)

WORK EXPERIENCE

Multilingual Customer Service Representative Raleigh, NC | 2010
Art.com a large online retailer for printed art work and quality custom frame.

- Excelled in multi-tasking between many different projects always focusing in the company's growth and customer satisfaction
- Japanese translations and Portuguese and Spanish support

Travel Agent Japan | 2008
Unitour Nagoya is a specialized travel agency catering for the large Brazilian population living in Japan.

- Increased sales for one specific airline tickets in more than 50%
- Intermediated transactions between Brazilian customers and Japanese providers

Customer Service Assistant England / 2004
Tussauds Group (Staffordshire and London) at the time, the Tussaud Group owned the Alton Towers Theme Park and Resorts, London Eye and various others theme park complexes.

- Outstanding performance in the University of Cambridge Work Experience program for hospitality recent graduates
- Outperformed 50 other participants of the program, opening doors to an opportunity in the London office

Reservation Agent Brazil | 1999 – 2003
Varig Airlines was the biggest and most prestigious airline in South America, leading that market until the early 2000's.

- ISO quality control team member closely involved with training, quality control of services, and documentation
- Support to new hires during training period

OTHER SKILLS

Amadeus and Apollo GDS – Global Distribution Systems automate transactions between travel service providers (mainly airlines, hotels and car rental companies)

FOREIGN LANGUAGES

- Native Portuguese speaker
- Advanced Spanish, at ISLA Spain | 2003
- Basic Japanese, at KJLS Japan | 2005 -2007