

Diamond Burton

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Data Scientist

Drive Strategic Decision-Making and Enhance Business Processes Through Data-Driven Insights

Passionate and results-driven scientist with experience in utilizing advanced analytical techniques and tools. Adept at communicating complex data findings to non-technical stakeholders and experienced in managing high-impact projects that significantly improve operational efficiency. Proficient with complex data projects and environments requiring meticulous data analysis, like mainframe environments. Known for project management, leadership, and problem-solving skills. Lead cross-functional teams effectively to manage multiple projects simultaneously.

Technical Skills

Data Analytics: Python, SQL, Tableau (Desktop and Server), PowerBI, Excel

Data Engineering: Data Warehouse Design

Business Intelligence: Data Visualization, Dashboard Development

Project Management: Capacity Management, Risk Management

Professional Experience

WOLFSPEED, Durham, NC

Business Data Analyst

2023 - 2024

Utilized SQL, MATPLOTLIB, Python, and PowerBI to extract actionable insights from complex datasets, to drive strategic decision-making.

- Implemented predictive models to enhance business processes, increasing solution-based decisions involving data ingestion.
- Provided data-driven consulting services to cross-functional teams, translating complex concepts into business solutions aligning with organizational goals.
- Communicated complex data findings to non-technical stakeholders through visualizations, enhancing stakeholder understanding to concur executive decisions.
- Managed and delivered multiple high-impact networking projects within the semiconductor industry, generating 20% increase in operational efficiency.

FIFTH THIRD BANK, Cincinnati, OH

Data Science Intern

2022 - 2022

Utilized Python, SQL, and Excel to extract and analyze data to drive insights for millions of customers.

- Investigated 10M credit card transaction data using SQL and Python, developing predictive models enabling data-driven decisions to enhance customer experience.
- Utilized Python algorithms to uncover spending habits among 4M customers, providing senior managers with 3 strategic insights informing future banking initiatives.
- Transformed complex spending data into clear, actionable Excel models, charts, and tables, facilitating effective decision-making processes.
- Co-developed data science pitch that won runner-up in competitive internship contest finals, proposing innovative apps to help customers manage spending habits using data science.

APPLE, Remote

Advisor

2021 - 2022

Performed tier 1 technical support tasks, including troubleshooting and customer service, to ensure efficient resolution of technical issues and high levels of customer satisfaction.

- Provided comprehensive customer service for software, hardware, and accessories, ensuring high levels of customer satisfaction and efficient problem resolution.
- Administered advanced technical support and troubleshooting, effectively addressing and resolving complex technical issues for a wide range of products.
- Participated in training sessions to stay informed about new products and services, enhancing personal ability to provide accurate and current information to customers.

HENDERSON COLLEGIATE, Henderson, NC

Teacher

2019 - 2021

Collaborated with fellow educators on school-wide projects and analyzed student scores to assess growth and proficiency, to drive data-informed educational strategies and improvements.

- Managed collaborative projects with grade-level team members, coordinating efforts to achieve specific objectives and deliverables.
- Utilized Microsoft Office to organize and analyze student data, transforming into actionable insights that drove educational strategies and decisions.

Education

- **Master of Science (MS)**, Information Technology, North Carolina A&T State University, Greensboro, NC, 2023