

# Donald Ghazi

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## Work Experience

### XNO Trade

Remote

COMMUNITY MANAGER

Jul. 2021 - Present

- On-boarded new users and ensured their continued success as XNO Traders.
- Answered non-technical user questions and guided troubleshooting.
- Worked closely with Engineering, Community and Communications teams to address XNO's feature updates and bug-related issues as they arise.
- Sourced and managed internal and external content producers (YouTubers, Digital Artists).

### SafeinHome

Walnut Creek, CA

CUSTOMER SUPPORT

Jan. 2020 - March. 2020

- Monitored individuals under remote care using video, text messages, voice communications, various high-tech sensors (wearables, Smart Home sensors, and health care sensors), and SafeinHome's proprietary software technology.
- Remotely troubleshooted offline Google Nest Indoor and Outdoor cameras.
- Entered, updated, and retrieved information from teletype networks and computerized data systems regarding any contact with individuals.
- Monitored alarm systems to detect emergencies such as fires, seizure alerts, fall alerts, and other risks.

### ChakraEdge

San Francisco, CA

BUSINESS DEVELOPMENT REPRESENTATIVE

May. 2019 - Sep. 2019

- Developed and executed growth and marketing strategies for the ChakraEdge software.
- Conducted outreach to clients in order to build long term relationships and understand their needs.
- Built researched marketing plans and processes which are actionable.
- Developed content for online marketing and omni-channel strategies.

### UCSF

San Francisco, CA

RESEARCH ASSISTANT

Dec. 2015 - June. 2016

- Actively participated with graduate students in electrophysiology studies to develop projects in genetic manipulations with electrophysiological recordings.
- Gained deeper insight into the neural coding of sexually dimorphic behaviors.
- Moderated live events and streams for user interaction and provided solutions to customers.

### VULCUN

San Francisco, CA

WEBSITE MODERATOR

Oct. 2014 - July. 2015

- Streamlined navigation for tens of thousands of users.
- Brought in potential customers by boosting online presence and increased web traffic through Twitch Streaming.
- Moderated live events and streams for user interaction and provided solutions to customers.

## Education

### University of California, Berkeley

Berkeley, CA

B.A. IN COGNITIVE SCIENCE WITH FOCUS IN DATA SCIENCE

Class of 2020

## Honors & Awards

2019 **Dean's Honor List**, UC Berkeley, College of Letters and Science

Berkeley, CA

2017 **ISEEES Fellowship**, UC Berkeley, College of Letters and Science

Berkeley, CA

## Skills and Tools

Technical Skills: Web Scraping | Data Mining | Data Processing and Modeling | Data Visualization | Web Analysis | Statistical Analysis | A/B Testing

Programming: Python | SQL | HTML/CSS | JavaScript

Tools: Jupyter | Google Colaboratory | Tableau | Looker | Google Analytics | API | AWS

Languages: English | Korean | Spanish (limited)