**Pearl De Mello**

**SUMMARY**

Undergraduate student majoring in Information Systems, Minor in Computer Science with a passion for data analysis and building applications that solve real-world problems

**PROJECTS**

**Consumer Feedback Data Analysis for Beats by Dre**

* Collected and cleaned Amazon customer reviews using Python (pandas, NumPy) to prepare the data for analysis.
* Conducted exploratory data analysis (EDA) to identify trends and patterns in the reviews, using visualizations like histograms, scatter plots, and word clouds.
* Performed sentiment analysis using TextBlob to classify customer feedback into positive, neutral, and negative sentiments.
* Leveraged Gemini AI to extract themes from customer reviews, providing deep insights for product strategy and brand perception.
* Documented and presented key insights and recommendations through comprehensive data visualizations and reports.

**Predict Absenteeism at a Company**

* Defined a problem statement and conducted data preprocessing from raw datasets
* Conducted data preprocessing from the raw dataset acquired.
* Integrated Python and SQL
* Applied logistic regression.
* Created a data visualization using Tableau.

**Employee Management**

* Established a connection to an SQLite database and created a Player table to store player information in Python.
* Developed an employee management application in Python that utilizes a dictionary to store employee information.
* Utilized the pickle module for serialization and deserialization of data.
* Designed and documented the project's system architecture using UML diagrams.

**EDUCATION**

**The University of Texas at Arlington Expected Graduation 2025** *B.S in Information Systems, Minor in Computer Science Arlington, TX*

* GPA: 3.7
* Relevant Coursework:
  + Advanced Application Development
  + Computer Networks and Distributed Computing
  + Database Management Systems
  + Cloud Computing (AWS)

**Tarrant County College May 2021** *Earned Transfer Credits Arlington, TX*

* GPA: 4.0
* Member of Phi Theta Kappa Honor's Society
* Awarded Dean's List (Fall 2018 & Spring 2020)

**AWARDS**

**Dean’s Challenge 2022** *University of Texas at Arlington, College of Engineering Arlington, TX*

* Awarded first place for originating and spearheading the development of the “MavSafe” Health Smart Tracker app
* Led a team to conceptualize and implement a comprehensive solution for contact tracing, symptom monitoring, and pre-arrival screening tests to ensure the health and safety of students, faculty, and staff at The University of Texas at Arlington

**WORK EXPERIENCE**

**Living Spaces July 2023 – Oct. 2023**

*Product Specialist Grand Prairie, TX*

* Utilized technical skills to troubleshoot and resolve point-of-sale system issues, ensuring seamless transactions for customers
* Employed Tableau for end-of-month sales reporting and data analysis to improve sales
* Exceeded Sales Per Hour (SPH) targets by promoting financing options and protection plans
* Thrived in a fast-paced, collaborative environment, contributing to team revenue targets
* Collaborated with colleagues from various departments to ensure smooth customer purchases and to resolve conflicts

**SKILLS AND LANGUAGES**

* Knowledge of IT security like load balancers, DNS, SSL/TLS
* Proficient in C/C++, Java, Python and SQL
* Familiar with network configuration and management tools like Wireshark
* Understanding of cloud services and infrastructure
* Presenting information in the form of metrics, KPIs, reports and dashboards on Tableau for data analysis
* Ability to leverage analytical skills to drive business insight.
* Experienced with Linux and Windows OS