# ETHAN THOMAS GAPAY

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## SKILLS

- Python, Pandas, SQL, Excel, Power BI, Jupyter Notebook
- MySQL, PostgreSQL, MariaDB, MSSQL
- Data Modeling, Database Design

- Customer Service experience
- Experience in presentation and public speaking
- Able to work in a team effectively

## EDUCATION

**Bachelor of Science in Computing and Information Technology,** *summa cum laude*
Rochester Institute of Technology, 2020 - 2024
Concentration – Databases, Web Development

## PROJECTS

**Blackjack Odds Analysis –** *https://egapay.github.io/blackjack-analysis/*
- Created a data analysis project on 5 million hands of blackjack, exploring strategies, odds, and outcomes to identify optimal player and dealer scenarios.
- Leveraged Python, PostgreSQL, and Power BI for data transformation, database design, and visual insights to answer key questions on winning percentages and strategy effectiveness.
- Documented a complete analysis pipeline, from dataset exploration to statistical conclusions, highlighting insights into blackjack strategies.

**Top Steam Game Analysis –** *https://egapay.github.io/steam-game-analysis/*
- Conducted a data analysis project to explore the top 100 Steam games since March 2009, identifying key factors contributing to their success.
- Showcased full analysis pipeline including data extraction, transformation, and loading (ETL) followed by visualization and insights generation.

**RIT's iSchool Website Project –** *people.rit.edu/~etg5588/ISTE340/iSchoolProject/*
- Recreated RIT's Computing and Information Sciences website using React. Consumed RESTful API to provide dynamic content. Designed website to align with RIT's visual standards incorporating brand colors and design style.

**Margo's Dream Foundation Website –** *www.margosdreamfoundation.com*
- Developed website for non-profit organization to allow users to learn more about the foundation. Regularly collaborated with stakeholders to gather feedback and approval for design decisions.

## PROFESSIONAL EXPERIENCE

JANUARY 2024 – DECEMBER 2024
**ITS Network Communications Student Worker, ROCHESTER INSTITUTE OF TECHNOLOGY.**
Member of the ITS Network Communications team, assisting with maintenance of school's network.
- Troubleshooting wireless access points to ensure reliable connectivity for students across campus.

JULY 2023 – DECEMBER 2023
**Technical Consultant Engineer Co-Op, CISCO SYSTEMS INC.**
Member of the Technical Assistance Center team, working specifically in the Service Provider: Cable/Access technology team to provide technical support to Cisco's customers through support tickets.
- Developed automation script, alerting over 100 incorrect ASR-900/920 series cases entering the queue, reducing manual routing errors. Recorded data in MongoDB database to be used for analytics.
- Utilizing internal Cisco documentation to research customer problems, resolving over 30 cases.
- Delivered multiple presentations to team members covering both technical and soft skills.

AUGUST 2022 – APRIL 2023
**Systems Administrator Intern, QUALITY VISION INTERNATIONAL**
Member of the IT team, responsible for resolving support tickets, facilitating System Administration projects and operational tasks.
- Created proof-of-concept full-stack inventory tracker application using MySQL back-end and Python front-end.
- Automating daily tasks using Python creating scripts to streamline emails reports reducing turnaround time.