ETHAN THOMAS GAPAY

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SKILLS

- SQL, Power BI, Python, Jira, Agile, Excel
- MySQL, PostgreSQL, MariaDB, MSSQL
- Data Modeling, Database Design, Data Visualization

- 3+ years of customer service experience
- Experience in presenting to stakeholders
- Strong analytical and problem-solving skills

EDUCATION

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

PROJECTS

Sales and Profit Analysis Dashboard – *https://egapay.github.io/omni-goods-dashboard/*
- Designed and developed a **Power BI dashboard** showcasing sales data with KPIs, bar graphs, area charts, and tables to support **data-driven decision-making**.
- Analyzed and visualized over 10,000 orders from an Excel dataset, highlighting key metrics like **sales performance**, **regional trends**, and **customer insights**.

Blackjack Odds Analysis – *https://egapay.github.io/blackjack-analysis/*
- Conducted a data analysis project on 5 million hands of blackjack, using **SQL** for database design and Python for **data transformation**.
- Generated visual insights using **Power BI**, documenting a complete analysis pipeline to identify **optimal strategies and scenarios** for decision-making.
- Delivered insights by combining **analytical skills**, statistical analysis, and **data visualization** to answer complex questions effectively.

Top Steam Game Analysis – *https://egapay.github.io/steam-game-analysis/*
- Led a data analysis project exploring the top 100 Steam games since 2009, utilizing **ETL processes**, including **data extraction, transformation, and loading**, with tools like Python and pandas.
- Created actionable insights by analyzing trends and showcasing findings through dynamic dashboards in Power BI.

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.
- Utilizing internal Cisco documentation to research customer problems, resolving over 30 cases.
- 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.
- 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.
- Interacted with employees daily ensuring computer operations functional.
- 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.