

ETHAN THOMAS GAPAY

Middletown, NY • 845-421-3808

ethantgapay@gmail.com • linkedin.com/in/ethan-gapay • egapay.github.io

SKILLS

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