

TIANNA PARRIS

DATA SPECIALIST

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WORK EXPERIENCE

Discuss.io – Platform Support Agent (Technical Support)

Seattle, WA | January, 2022 – Present

- Assisted clients with general support for hardware, peripherals, network connections, and external software.
- Supported live video sessions by verifying that participants meet technical requirements, and that session stability is maintained from beginning to end.
- Triageed and responded to customer queries via phone, email, chat, and messaging services, and escalated requests when needed, in line with SLAs.

Silent Partner Software – Implementation Specialist

Quebec, Canada | October, 2021 – June, 2022

- Handled technical aspects of data migrations for new customers.
- Performed data cleansing enrichment and mapping tasks.
- Migrated large databases running in MS-Access environment to Sumac database running on MySQL.
- Used Excel for extensive data cleansing and analysis, using pivot tables, formulas (v-lookup and others), data validation and conditional formatting.
- Used JIRA to log and keep track of bug reports from clients.
- Created and updated knowledge-based articles as needed for new product releases.

Shields Firm – Legal Assistant

Katy, TX | July, 2021 – January, 2023

- Updated client's database with new and existing client's information and manage retrieval of current clients, accurately and in a timely fashion.
- Developed workflows to increase the efficiency of numerous areas including filing and organizing to increase our ability to efficiently retain/recover documents, reports, and records.
- Applied expertise in Google Suite applications to create spreadsheets, documents, forms to keep track of client data.
- Converted existing BO reports to Tableau dashboard.

PROJECTS

[GitHub Repository](#)

SKILLS

Database Management

Tableau

SQL (MySQL, SQL Server, Postgres)

Excel/ Google Sheets

Matplotlib

Google Analytics

Documentation

Exploratory Analysis

MS Access

Python (Pandas, Numpy)

SOFT SKILLS

Adaptability

Creative Problem-solving

Teamwork

Time management Skills

Interpersonal Skills

Innovation

Critical Thinking

Communication

EDUCATION

M.S.

Data Science

University of Colorado Boulder

2023 - 2025

B.S.

Biochemistry (Major), Chemistry (Minor)

University of the West Indies

2019 – 2023

CERTIFICATIONS

[Google Data Analytics Professional Certificate](#)

(Analytical skills, Excel, SQL, Tableau, R)

[Tableau Specialization](#)

University of California, Davis

(Data Virtualization, Storyboarding, Interactive Visualization)