# TIANNA PARRIS

## DATA SPECIALIST

# **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.
- Triaged 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.

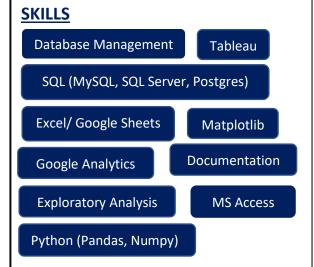
## Shields Firm - Legal Assistant

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



# **SOFT SKILLS**



# **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)