Fiona Meisner

✉ meisnerfiona@gmail.com 📞 +353 83 024 6686 in LinkedIn 🔗 Portfolio ᴷᵃᵍᵍˡᵉ Kaggle ⭘ GitHub

Work Experience

Cloud Operations Analyst, *Aer Lingus* — 09/2023 — present
- · Collaborated with infrastructure teams (FinOps, SecOps, NOC) for production support.
- · Utilized monitoring tools: CloudWatch, Opsgenie, and internal dashboards.
- · **Maintained** and updated customer databases (MongoDB).
- · Generated performance **dashboards** and automated reports using Tableau and Python.

Business Support Analyst, *Aer Lingus* — 02/2023 — 09/2023
- Supported Prod and non-prod issues on main Website, Mobile apps, and within the terminal
- Created, maintained, and completed **Jira** tickets for new routes and connections, automation and customer testing.

Marketing team, *Kylemore Abbey* — 11/2022 — 02/2023
- · Managed customer data and conducted audience segmentation using **Mailchimp**.
- · **Designed** and scheduled email campaigns, optimizing open and click-through rates.

Visitor Information Assistant, *Kylemore Abbey* — 06/2022 — 11/2022
- **Maintained knowledge** of the property, and special events on and near, respond to guests' requests, complaints or inquiries courteously and promptly.
- **Processed** all reservation requests, changes, and cancellations received by phone, fax, or person.
- **Entered data** for upcoming group reservations.
- **Represented** the company in a professional and businesslike manner.

Education

UCD Certifications, *University College Dublin*
- · **Project Management**: Agile, Waterfall, Stakeholder Communication
- · **Data Analysis**: Power BI dashboard for business insights
- · **Database Fundamentals**: SQL, Relational & NoSQL, Cloud
- · **Python**: Data Structures

Data Science Program, *LearningFuze*
- Worked 20 - 25 hours per/week with data and reported to a Senior Data Scientist, in addition to working during the day.

Bachelors of Information Technology, *University of Phoenix*
- Networking, Cloud infrastructure, Cybersecurity, Python

Technical Skills:

Languages & Tools: Python (NumPy, Pandas, Scikit-learn, TensorFlow, Keras), SQL, MongoDB, Tableau, Power BI, Excel, Jupyter Notebook, Seaborn, Matplotlib, Git, Docker, AWS

Data Science & Analysis : Statistical Analysis, A/B Testing, Hypothesis Testing, Regression, Classification, Time Series Analysis, Clustering, Data Cleaning, Feature Engineering, Data Pipelines

Machine Learning: Supervised & Unsupervised Learning, Model Evaluation, Hyperparameter Tuning, Ensemble Methods (XGBoost, LightGBM), NLP, Image Recognition

Projects:

House Prices - Advanced Regression Techniques | GitHub ⧉
Top 12% on Kaggle
- · Built regression model to predict house sale prices using Python and scikit-learn.
- · Engineered features and handled missing values.
- · Used Matplotlib & Seaborn for visualization and StandardScaler for normalization.
- · Implemented XGBoost for model performance.

Home Credit Default Risk | GitHub ⧉
- **Predict** which applicant is able to repay a loan.
- Created a **pipeline** for numerical features to help predict the target variable.
- Used **LGBMClassifier** for a boosting algorithm.