




Giovanni Aratico | Data Analyst

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EDUCATION:

Arizona State University Tempe, AZ
Bachelor of Science - Data Science (Mathematics Track) May 2024

Notable Classes: Machine Learning, Exploratory Data Analysis, Statistical Modeling and Inference, Regression Analysis, Probability Theory, Multivariable Calculus, Linear Algebra, Advanced Excel

Glendale Community College Glendale, AZ
Associate of Science - Programming and System Analysis July 2019

SKILLS:

Soft Skills – Problem Solving, Presentation Skills, Leadership, Effective Communication

Programming Languages – Python (BeautifulSoup, Pandas, Requests, Shiny, Selenium, PySpark)

Data Analytics / Data Science – R (tidyverse, Shiny), SQL, Microsoft Excel

PROJECTS:

Xbox TrueAchievements Time Series Analysis and Modeling

- Developed a web scraping bot using Python and Selenium to extract and analyze leaderboard, gamer, and achievements data for insightful analysis.
- Conducted time series decomposition on a sample of profiles to extract valuable insights on trend, seasonality, and residuals, supporting data-driven decision making and enabling effective interactive dashboard visualizations in R (Shiny).
- Implemented hyperparameter tuned models leveraging XGBoost to forecast engagement and churn in R.
- Link to Repository: <https://github.com/garatico/XboxTA>

RESEARCH:

The Data Mine, Purdue University West Lafayette, IN
Undergraduate Data Science Researcher August 2023 – Present

- Collaborated with USAA to enhance call center operations through the implementation of advanced machine learning models, aimed at comprehending customer intent and optimizing phone representative performance.
- Spearheaded the development of robust pipelines utilizing PySpark and SQL to efficiently extract and process pertinent transcript information within the realm of big data.
- Conducted in-depth research on sentiment analysis and various analytical techniques, to analyze customer friction, significantly contributing to improving overall service quality.

WORK EXPERIENCE:

Cognizant Phoenix, Arizona
Workforce Management Analyst July 2019 – September 2019

- Analyzed data and created reports with Excel and CMS software, providing valuable insights for management and team review.
- Effectively communicated data in various formats using Avaya CMS and NICE IEX to present complex information clearly and persuasively.
- Trained and evaluated new hires, contributing to the development of a skilled and productive team.

Phoenix Group Metals Phoenix, Arizona
Web Developer Intern September 2018 – November 2018

- Developed essential web applications using Node and Express with end points to a SQL database.
- Drafted user-friendly documentation describing internal processes and systems.
- Reconciled databases by removing duplicates, incorrect, and missing or incorrectly formatted values.