

Gabe Mangiante

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Business Intelligence Engineer/Data Scientist

Versatile data and technology professional with over 15 years of experience across the for-profit, nonprofit and government sectors. Extensive expertise in creating, maintaining, and interpreting systems providing business-critical data to decision makers, with particular emphasis on CRM, HRMS and financial domains. Proficient in SQL, Python, and C#, as well as a variety of data science, business intelligence, and web development platforms. Proven track record of working with diverse stakeholders to articulate, analyze, and solve complex problems by encouraging curiosity, creativity and inclusion. Extensive additional experience as a professional pianist, music director, arranger, synthesizer programmer, and university-level music educator.

Key Skills

- Establishing data ingestion procedures, data transformation pipelines, and data warehouses
- Performing data cleaning and exploratory data analysis on new datasets
- Utilizing a variety of data science techniques to create and evaluate models and predictions for both regression and classification problems
- Creating effective documentation, visualizations and presentations to communicate results and establish ongoing procedures for both technical and non-technical audiences
- Working with non-technical stakeholders in the creation of robust, relevant KPIs/OKRs and providing the technical infrastructure, procedures, and data governance to maintain them
- Implementing and administering medium-to-large-scale enterprise applications and database management systems
- Providing solution architecture, user experience design, and management of implementation projects for web-based applications, both internal and customer-facing
- Creating and managing on-premises and cloud-based enterprise technology infrastructure
- Top Secret-level clearances held (currently inactive)

Relevant Competencies

- Languages: SQL, Python, C#, JavaScript/TypeScript, secondary experience in over 10 other languages
- Data science/machine learning tools: Pandas, Scikit-Learn, TensorFlow, PySpark, Matplotlib/Seaborn
- Database management: Microsoft SQL Server (including Integration Services), PostgreSQL, MySQL
- Business intelligence: Sisense, SQL Server Reporting Services
- Cloud Platforms: AWS (EC2, S3, VPC, ELB, IAM, WAF), GCP (BigQuery, Google Apps Script), Azure (Active Directory Domain Services, Backup, Microsoft 365 administration)
- UI development: .NET, NodeJS, Vue, HTML, CSS
- API development: .NET, Flask, NodeJS

Professional Experience

General Assembly, Data Science Immersive, Remote

2022

- Undertook an intensive data science course, using Python to explore and solve a variety of regression and classification problems across the course of 12 weeks of instruction, completing 20 labs and 6 individual and group projects and hackathons in domains including real estate, language analysis, and criminal justice
- Techniques used included linear regression, logistic regression, clustering, ensemble models, natural language processing, time series modeling, neural networks, and Bayesian inference
- Created effective presentations to communicate findings to technical and non-technical audiences

Technical Program Manager, Amazon Direct Fulfillment, Bellevue, WA**2021-2022**

- Managed a complex, cross-organization effort to enhance customer data privacy for Amazon's Direct Fulfillment organization, coordinating the development work of 6 teams across the US and China
- Examined and helped enforce technical compliance with GDPR, CCPA, CPRA, and other new and evolving privacy standards, as well as Amazon's own internal policies
- Managed regular cross-functional meetings with over 60 Direct Fulfillment engineers to review organization-wide implementation/launch readiness plans and to review new project proposals

Director of Business Intelligence & Applications, The Shed, New York, NY**2018-2021**

- Implemented and administered data-centric applications throughout the organization, including CRM and several related data warehousing and analytics applications
- Transitioned CRM system from externally hosted model to self-managed cloud (AWS), improving flexibility, accessibility and performance
- Provided reporting and business intelligence functions to all departments and external partners
- Drove the creation and implementation of interdisciplinary data governance policies
- Managed technical aspects of all major web projects, working with multiple outside vendors to create compelling and patron-focused digital products
- Advised the Chief Technology Officer on the acquisition and implementation of new data and web technologies within budget and time constraints

CRM Administrator, The John F. Kennedy Center for the Performing Arts, Washington, DC**2017-2018**

- Administered large-scale CRM system that handles all ticket sales and fundraising for the nation's performing arts center, encompassing millions of patron and donor records
- Handled all requests related to the configuration and daily operation of the system from over 60 internal staff and box office employees
- Provided subject matter expertise in CRM-related matters for other parts of the Information Technology department, including reporting/BI, database administrators, web developers, and digital media
- Implemented or consulted on all new initiatives in CRM, including system upgrades, back-end enhancements and customizations, and data governance
- Advocated for the organization with CRM vendor to resolve bugs and provide optimizations

Database Coordinator/Director of Information Services, Signature Theatre, Arlington, VA**2014-2017**

- Managed Ticketmaster database within the Marketing department, enabling ticket sales and fundraising efforts, while providing additional IT support functions to over 50 employees
- Created new Information Services department and transitioned to senior-level leadership role
- Led the transition from Ticketmaster to Tessitura for CRM and ticket sales, including planning, initial system configuration, data migration, creation of custom reports and stored procedures
- Managed projects and provided technical expertise to third-party web developer to create custom website and purchase path
- Hired and trained a new Database Coordinator to take over many of the day-to-day responsibilities involved in running Tessitura
- Implemented modernized technology infrastructure including virtualized servers, Microsoft 365, and VoIP

Education

- General Assembly Data Science Immersive
- University of South Carolina at Aiken, Aiken, SC - B.S., Mathematics and Computer Science