

# Grace Bero

Data Analytics Senior at Drake University

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## Education

### Drake University Des Moines, IA

Bachelor of Science in  
Business Administration in  
Data Analytics

Minors:

- Computer Science

- Management

GPA: 3.57

## Technical Skills

AWS

SQL

Python

R/R-Studio

Microsoft Excel

Data Cleaning

SAS

Java

HTML

## Skills

Critical thinking

Attention to Detail

Adaptability

Team Projects

Growth Mindset

Delegation

Time Management

Proactive

Leadership

Customer Service

Budget Planning

Presentations

Communication

## Certificates

Supervised Machine

Learning, Coursera

Verification:

6NXZNLJTNEY

Advanced Learning

Algorithms, Coursera

Verification:

OW5S7PPHIW8F

Unsupervised Learning,

Recommenders,

Reinforcement Learning,

Coursera

Verification:

N61N61BMLDAP2C9

## Projects

**Des Moines Data Insights** | Data Analyst | Drake University | DMARC | (01/2025-05/2025)

Provide insights and strategic recommendations focusing on differentiating new visitors from returners

- Skills Used: R, data cleansing/prep, API pulls, machine learning models, model evaluation, data visualizations (ggplot, choropleth maps)

**Bird CNN** | Data Analyst | Drake University | (11/2024-12/2024)

Create a convolutional neural network that could classify different species of birds from images. A subgoal was to evaluate different network (AlexNet, VGGNet, ResNet) and algorithm (SGD, Adam) combinations.

- Skills Used: Python programming, Pytorch, sklearn, pandas, Convolutional Neural Networks, Data cleaning/preparation, Model Comparison

**Iowa Food Insecurity** | Data Analyst | Drake University | Wesley Life | (10/2024-12/2024)

Provide strategic recommendations based on census data focused on food insecurity and location

- Skills Used: R, data cleansing/prep, machine learning models, model evaluation, data visualizations

**Website Creation** | Web Developer | Cloud and Database Systems | (04/2024-05/2024)

Frontend and backend development of a guide website for a video game. It allows users to create an account, look up recommended builds and keep track of characters and weapons they own.

- Skills Used: Python, SQL, HTML, CSS, AWS (Cloud9, EC2, DynamoDB, RDS), Database creation and management, Flask, CRUD based UI

## Experience

**IT Student Technician** | Drake University ITS | Des Moines, IA | (08/2023-Present)

- Diagnosed and resolved account-based queries, **Wi-Fi/Network** connectivity issues, and **macOS** and **Windows** software problems, walking users through troubleshooting steps with clarity and professionalism to ensure a smooth and positive support experience.
- Managed **high-volume support tickets** by **prioritizing** based on urgency and business impact, **escalating** complex issues to the appropriate teams to ensure timely resolution and maintain workflow efficiency.
- Maintained **detailed documentation** of each troubleshooting step and resolution within the ticketing system to ensure knowledge continuity and support future cases.
- **Collaborated** closely with cross-functional teams to troubleshoot and resolve technical issues, fostering a **team-oriented** environment that enhanced **communication**, knowledge sharing, and overall support efficiency.

**Cashier** | The Home Depot | Highlands Ranch, CO | (05/2022 - 08/2023)

- Managed high-volume customer transactions, ensuring a seamless and efficient experience
- Assisted customers through the checkout process to enhance customer satisfaction
- Delivered excellent customer service by actively engaging with customers

## Activities and Leadership

**President** | Drake Video Game Club | Drake University | (08/2022 - 12/2023)

- Revived and restructured the university's Video Game Club after a period of inactivity, successfully growing active membership to over 30 students through targeted outreach and engaging events.
- Served as the primary liaison between the club and Drake University administration, ensuring clear communication and compliance with campus policies to support event planning and organizational growth.
- Independently recruited and built a full executive council—including VP, Secretary, Treasurer, PR, and Recruitment roles—to establish a strong leadership foundation and support club operations.
- Created and implemented a sustainable budget and fundraising strategy, securing necessary resources to support ongoing events and ensure long-term club viability.

**Peer Mentor** | Drake University | (08/2022 - 05/2023)

- Mentored incoming first-year students through one-on-one meetings, email outreach, and in-person sessions, fostering a welcoming environment and supporting their transition to college life.
- Guided freshmen business students in developing essential professional skills—such as communication, networking, and time management—through structured activities and personal coaching.
- Oversaw the planning and execution of DiveNow presentations, ensuring student teams met deadlines, refined their content, and delivered polished final presentations.