

Grace Bero

Data Analytics Senior at Drake University

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Technical Skills

Microsoft Excel
Python
Java
HTML
R/R-Studio
SQL
SAS
Machine Learning Models
Data Cleaning
Business Statistics
AWS
- Dynamo DB
- Cloud9 EC2 Instance
- S3
- Lambda
Github Repositories
Team Dynamix

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:
6NXZNLJXTNEY

Advanced Learning Algorithms, Coursera
Verification:
OW5S7PPHIW8F

Unsupervised Learning, Recommenders, Reinforcement Learning, Coursera
Verification:
N61N61BMLDAP2C9

Education

Bachelor of Science in Business Administration
Drake University | Des Moines, IA 50311
Majors: Data Analytics | Minors: Computer Science, Management
GPA: 3.52 | Senior **Expected Graduation 05/2025**

Projects

Iowa Food Insecurity | Drake University | Wesley Life | (Fall 2024)
Take CPS and ACS census data and se **ridge, lasso, and random forest** machine learning based models in **R** to create predictions on various food insecurity measures. This was then aggregated to a PUMA level and used to create recommendations on where Wesley should expand to.

Website Creation | Cloud and Database Systems | (Spring 2024)
Created a website using **Flask, python** coding, and **html** that ran on an **AWS cloud9 EC2 instance**. It was connected to a **DynamoDB** and a self-made **SQL** schema that was connected to an RDS.

Game Creation | Object Oriented Programming Class Project | (Fall 2023)
Created an adventure game in **Java** using inheritance and custom classes and methods. The game led the player through a story with two villain encounters using command line arguments and user input
- **GUI:** Implemented **JavaFX** to create a GUI for the game that included buttons and images

Experience

Student Technician | Drake University | Des Moines, IA | (08/2023-Present)
- Process and manage incoming tickets and prioritize them based on urgency and impact.
- Assist with technical issues using accurate documentation and ensuring customer satisfaction
- Collaborate with team members on the ticket resolution process for accuracy and speed

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

Courtesy Clerk | King Soopers - Highlands Ranch, CO | (05/2019 - 09/2020)
- Greeted and assisted customers, creating a positive shopping experience
- Bagged groceries, ensuring that items were properly sorted and packaged to prevent damage
- Handled customer transactions accurately by processing payments and issuing receipts

Leadership

Phi Chi Theta-Zeta Xi | Drake University | (03/2022 - 05/2024)
- Engage in seminars and workshops, fostering continuous learning and professional development
- Dedicate time to volunteer efforts within the community to make a positive impact
- Foster a close-knit community that promotes collaboration, networking, and personal growth

President | Drake Video Game Club | Drake University | (08/2022 - 12/2023)
- Reinitiated club and drove membership to 30+ members
- Solely recruited executive counsel including VP, Secretary, Treasurer, PR and Recruitment
- Liaison for Drake University and organization communications
- Developed budget and fundraising strategy to drive club longevity

Peer Mentor | Drake University | (08/2022 - 05/2023)
- Mentored incoming freshman through 1:1's, email, and on campus sessions
- Aided in the development of freshman business student's professional skills
- Oversaw and managed the completion of student DiveNow presentations