

Grace Bero

Data Analytics Senior at Drake University

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Technical Skills

Microsoft Excel
Python
Java
HTML
R/R-Studio
SQL
SAS
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

Education

Drake University
Des Moines, IA
Bachelor of Science in
Business Administration:
Data Analytics
Minors:
- *Computer Science*
- *Management*
GPA: 3.57
Graduates: May 2025

Experience

Help Desk Technician | Drake University Information Technology Services | Des Moines, IA | (08/2023-Present)

- Diagnosed and resolved **Wi-Fi/Network** connectivity issues alongside **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

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

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

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.