

Grace Bero

Recent Data Analytics Graduate | Bridging Data and Decision-Making with Insightful Analysis

Contact Me

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Education

BSBA, Data Analytics

Drake University
Des Moines, IA
Minors

- Computer Science
- Management
Cum Laude, GPA 3.60

Skills

R
SQL
Python
Microsoft Excel
- Formulas, Linking Files
Data Reporting
Data Analysis
Data Cleaning/Prep
Data Insights
Stakeholder Communication
Strategic Recommendations
Risk Taker
Innovative
Curiosity
Critical Thinking
Communication

Certificates

Machine Learning Specialization

Coursera
DeepLearning.AI
Stanford Online
Verification
QC4NCLTUEHOH

Projects

DMARC Data Insights | Data Analyst | Drake University | DMARC | (02/2025-05/2025)

- Analyzed 500K+ rows of visitor data spanning across 10 years using R, predictive models, and choropleth maps to inform strategic planning.
- Delivered weekly progress updates to stakeholders, ensuring alignment between analytics and business objectives.
- Presented data-driven insights and recommendations to board members, simplifying complex findings for non-technical audiences.
- **Skills Used:** R, data cleansing/prep, API pulls, machine learning models, model evaluation, data visualizations (ggplot, choropleth maps), agile methodology, stakeholder communication

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

- Analyzed Iowa census data (ACS, CPS) using R, predictive modeling, and visualizations to develop 2 targeted strategies addressing food insecurity.
- Presented findings to stakeholders, translating technical insights into 2 actionable recommendations for regional planning and expansion.
- **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)

- Built and deployed a full-stack gaming guide web app using Flask, SQL, and AWS, supporting 5+ core features including user login, asset tracking, and CRUD functionality.
- Designed and managed 2 databases with AWS RDS and DynamoDB; hosted app via EC2 and developed in Cloud9.
- **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 | (08/2023-05/2025)

- Resolved 15+ weekly support tickets covering account, Wi-Fi/network, and OS issues (macOS/Windows), ensuring clear and professional user guidance.
- Prioritized and escalated 5+ high-impact issues weekly, reducing downtime and improving resolution speed.
- Logged 100% of troubleshooting steps in the ticketing system, improving case tracking and team knowledge sharing.
- Partnered with 3+ cross-functional teams to resolve complex issues, enhancing support collaboration and efficiency.

Activities and Leadership

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

- Revived inactive Video Game Club, growing membership to 30+ students through targeted outreach and events.
- Acted as liaison to university administration, ensuring policy compliance for 5+ events.
- Recruited and led 5-member executive council to support club operations and leadership continuity.
- Developed budget and fundraising plan, securing funds for ongoing events and long-term sustainability.

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

- Mentored 5 first-year students through 1:1 meetings, email, and in-person sessions to support college transition.
- Coached freshmen on communication, networking, and time management through structured activities.
- Led planning for DiveNow presentations, guiding student teams to meet deadlines and deliver polished results.