

Hana Hasan

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Education

Lewis University College of Aviation, Science and Technology
Bachelor of Science – Computer Science

Romeoville, IL

Expected Graduation: May 2025

- **Relevant Coursework:** HTML & CSS for Web Design, Java Script, Database Management Systems, Electronic Spreadsheet Software, Programming Web Applications, Programming in C, Data Structures

Work Experience

Business Intelligence Intern

Jones Lang LaSalle (JLL)

Chicago, IL

June 2024 – August 2024

- *Optimized* workflows for a client by understanding problems in the current process and working with users to provide a new solution. Held regular meetings with users to understand daily use and desired outcomes of a system.
- *Leveraged* Smartsheet for branch maintenance updates by creating a user-friendly form, designing workflows to send out email notifications, and setting up a database to store information, that is used to report on branch statuses.
- *Engaged* with team members within and outside of my team, including coordinating touchpoints with team members and setting-up coffee talks, which resulted in exposure to a range of diverse backgrounds.

Associate Business Analyst Intern

Blue Cross and Blue Shield of Illinois, Montana, New Mexico, Oklahoma & Texas

Naperville, IL

June 2022 – October 2023

- *Lead* collaborative discussions between business stakeholders and a technical team. Discussions would mediate different perspectives and result in an understood solution. Meetings were regular to accommodate changing needs.
- *Implemented* the Agile Scrum Methodology to write stories, with an understanding of business needs, technical capabilities, and project scope. Refined iteratively to reflect the current needs of business and capabilities of technical.
- *Analyzed* customer feedback of a payment processing application using Medallia. Feedback was imported into Microsoft Excel to be categorized, based on issues presented. PivotTable functions used to summarize categories.

Information Technology Intern

Adam Street Partners

Chicago, IL

May 2021- August 2021

- *Collaborated* with an intern cohort to complete a month-long project. Take given task from manager divide it down to task to be completed by team. Able to understand the capabilities of each team member delegate tasks within team.
- *Utilized* data analytics tools to present trends in invested companies. SQL used to create queries to specify desired datasets. Pandas Library by Python was used to perform trends on dataset. Tableau used to visualize and present.

Sales Associate

Sunglass Hut @ Macy's

Bolingbrook, IL

May 2019 – May 2022

- *Connected* with customers. Paid close attention to the needs of the customer to provide a unique shopping experience.
- *Fostered* a positive store environment by creating professional and respectful relationships with peers.
- *Organized* and *maintained* the cleanliness of a store by checking on the store and products throughout and at the end of shift.

Skills

Programming: Python (Pandas), C++, SQL, HTML, CSS, JavaScript

Applications: Alteryx, Smartsheet (SDK), Medallia, Jira, Microsoft Office (Word, Excel, PowerPoint, Access)

Soft Skills: Organized, Detail-Oriented, Problem-Solver, Team Player