JOHN MATHENA

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SKILLS

Programming: R, Python, SQL, HTML/CSS/JS, Git
Data Visualization: R Markdown, R Shiny, Plotly, ggplot, PowerBI
Cloud and Databases: AWS RDS, AWS Lambda, Postgresql, MySQL, SQLite
Foreign Languages: Arabic (Modern Standard, Egyptian, Moroccan dialects), Spanish

EXPERIENCE

ENGINEER II (DATA) – *Oct 2022 - Present*
2U / Baltimore, MD (remote)

- ❖ Reduced resolution time for issues related to supported apps from nearly 100 hours to under 14 between 2022 and 2023
- ❖ Lowered number of issues created nearly 82 percent in Q3 2023 compared to Q3 2022
- ❖ Coordinate with enrollment specialists to ensure data management systems function correctly and catch errors efficiently
- ❖ Administer ETL process updating and creating student enrollment data in Salesforce and Learning Management Systems for dozens of degree programs

DATA MANAGER – *Mar 2021 - Oct 2022*
211 Maryland / Columbia, MD (remote)

- ❖ Centralized millions of call records for publicly available reports using AWS RDS for MySQL
- ❖ Wrote data dictionaries for metrics collected by network call centers
- ❖ Designed and managed SharePoint page hosting reports, dashboards, and tables containing relevant data
- ❖ Analyzed compiled data from 211 calls and the Census to inform advertising strategy in underserved areas of the state

COMMUNITY LIAISON AND ANALYST – *Jan 2020 – Mar 2021*
Office of the State's Attorney for Baltimore City / Baltimore, MD

- ❖ Compiled and visualized data on thousands of active court cases using Google Maps to keep the public informed
- ❖ Mapped dozens of crimes using Google Earth to aid Attorneys and other Analysts in advancing criminal investigations
- ❖ Calculated rate of agreement between prosecutors' bail recommendations and judges' decisions using Excel to inform pretrial bail recommendation policy

ANALYST – *Oct 2018 – Jan 2019*
Health Informatics, Lawrence Douglas County Public Health / Lawrence, KS

- ❖ Visualized average length of stay and average client intake in LDCHD Clinic for over 10,000 encounters in 2017 using R Markdown
- ❖ Built map in ArcGIS to visualize addresses of clinic patients across the city grouped by type of clinic visit
- ❖ Wrote R script to automate data formatting and analysis for monthly entry into DAISEY reporting system, reducing days of work to just an hour or two

EDUCATION

BACHELOR OF ARTS, (2) Linguistics, Arabic Studies – *May 2018*
University of Maryland