

## Skills

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- SQL (MySQL, PostgreSQL)
- Tableau
- Excel (VLOOKUP, Conditional Formatting, Pivot Tables)
- R (Text Mining, Sentiment Analysis, ggplot, Data Wrangling/Tidyverse)
- Microsoft Power BI

## Projects

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### BIKE SALES CLIENT DEMOGRAPHICS DASHBOARD – Personal Project – Tampa, FL

- Created a dashboard with **Excel** to display customer demographics for bike purchases.
- Utilized **Pivot Tables** to compare different values such as age, income, and marital status, for each bike purchase.
- Filtered data using slicers to view key information on specific demographics.

### SENTIMENT ANALYSIS ON TWEETS – Personal Project – Tampa, FL

- Utilized **R Studio** to perform sentiment analysis on 14,000 tweeter reviews of six major airlines.
- Performed **data cleaning** and **text analysis** to successfully identify the major complaints for each airline.
- Visualized the findings from the text analysis using **ggplot**.

### AIRBNB DASHBOARD – Personal Project – Tampa, FL

- Utilized **Tableau** to create a dashboard showcasing key metrics on Airbnb listings in Seattle for hosts to use.

## Work Experience

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### DATA ANALYST INTERN – Fleetistics – Tampa, FL

October 2022 – November 2022

- Utilized **Excel** and **SQL** to maintain large databases in order to collect and analyze data from partners and customers.
- Interpreted and analyzed trends and patterns in complex datasets and created corresponding visualizations.
- Presented weekly reports to management to discuss project progress and results.
- Utilized **R Studio** to perform statistical analyses on datasets to form insights and recommend any business changes.

### DATA ANALYST INTERN – PubSafe – Tampa, FL

September 2022 – October 2022

- Created a survey to collect data on KPIs and other metrics to gain insight into how NGOs and CERTs were operating.
- Contacted CERTs through phone, email, and social media to discuss survey data in further detail.
- Created a mock dashboard using the collected data for potential CERTs to use to keep track of these specific metrics.
- Created weekly reports and presentations to discuss project progress with management.

### IN-STORE SHOPPER – Sprouts – Tampa, FL

June 2021 – September 2022

- Assisted customers with food selection, inquiries and other customization requests.
- Served in person and online customers with knowledgeable, friendly support at every stage of shopping and purchasing.
- Performed other department duties which included, inventory, stocking, and facing during downtimes.
- Developed personalized shopping experience for all customers by providing individualized attention along with prevailing knowledge of products and trends.

### MERCHANDISER/CASHIER – HomeGoods – Tampa, FL

October 2020 – May 2021

- Operated cash register for cash, check, and credit card transactions with excellent accuracy levels.
- Answered customer questions regarding store merchandise, department information and pricing.
- Worked closely with shift managers to solve problems and handle customer concerns.
- Provided information regarding charge accounts and loyalty programs in order to engage and retain customers.

**CASHIER/LINE** – Chipotle – Tampa, FL

September 2018 – July 2020

- Operated cash register for cash and credit card transactions with excellent accuracy levels
- Mentored new team members on POS system operation, customer service strategies and sales goals.
- Learned duties for various positions and provided backup at key times.
- Followed all proper handling procedures for prepared foods, ingredients, and leftovers.

## **Education**

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**BACHELOR OF SCIENCE IN INFORMATION SCIENCE** – University of South Florida – Tampa, FL

May 2022