1. Kendall D'Ascoli
2. Customer Support Efficiency Analysis
3. https://github.com/kendalldascoli/Customer_Support_Efficiency_Analysis.git
4. Job Description (1 point)
    a. This job aligns with my interests in using data-driven insights to lead business decisions. I appreciate the intersection of technical implementation with business analysis as well.
    b. The foundation of my job post-grad is using data to drive decisions for my clients. I feel like this will give me an added level of understanding in how that data is sourced/interpreted/used.
    c. Before I had this position secure, I was looking to apply to jobs similar to this one where I can gain more technical skills as my internship this past summer was still heavily soft skills.
5. Problem (1 point)
    a. This project aims to identify bottlenecks in support ticket resolution times and provide recommendations for process improvements.
    b. The process to solve this problem directly mirrors the job responsibilities for this position.
    c. Highly feasible
6. Data Sources (1 point)
    a. API
        i. https://rapidapi.com/stefan.skliarov/api/ZendeskCore/playground/apiendpoint_f2b61890-f966-11e7-9dc6-bf039272a146createGroup
            1. Provides data on customer support tickets, including priority, type, status, and resolution time.
    b. Web scrape
        i. https://www.trustpilot.com/review/www.roberthalf.com
            1. Offers insight into customer reviews of company
7. Solution (1 point)
    a. Data will be collected from both the Zendesk API and Trustpilot web pages, cleaned, and stored in an AWS RDS PostgreSQL database. I will use SQL to:
        i. Calculate average ticket resolution times by category and priority
        ii. Correlate customer sentiment with ticket resolution metrics
    b. Visualizations in PopSQL will include:
        i. Ticket resolution trendlines
        ii. Sentiment score distributions