KATHERINE PIATTI

ANALYST

CONTACT

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📍 Austin (Texas)

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EDUCATION

CERTIFICATE
Data Analytics

University of Texas at Austin
Expected MARCH 2021

DOCTORATE DEGREE
Philosophy

University of Texas at Austin
MAY 2017

MASTER'S DEGREE
Political Science

University of Illinois at
Urbana-Champaign
MAY 2007

BACHELOR'S DEGREE
Political Science & Philosophy

State University of NY at Buffalo
MAY 2004, *summa cum laude*

SKILLS

Data Analytics & Visualization

Statistical Modeling & ML

Research Design

Python & R

Excel

PROFILE

An open, curious, expertly-trained analytical thinker, who delights in devising solutions, destests inefficiency, and prefers an experimental, data-driven approach to solving problems.

EXPERIENCE

TRAINING SPECIALIST V
Texas Comptroller of Public Accounts (contract) | March 2020 - August 2020
- Worked cross-functionally with budget & IT to understand, standardize & document procurement processes & create related training and job aids
- Improved employee speed and consistency by analysing workflows & processes to create training that filled gaps and eliminated ambiguities & inconsistencies

TRAINING SPECIALIST V
Texas Department of Motor Vehicles (contract) | July 2018 - December 2019
- Transformed new hire training program by logically grouping & organizing content, emphasizing high-impact areas, and eliminating inessential info
- Developed & implemented plan to rapidly produce ten online courses in 45 days to provide on-demand training on using DMV systems and databases
- Analyzed recorded calls & complaints and interviewed reps to pinpoint causes of customer dissatisfaction & developed targeted training and scripts to address common communication challenges

RESEARCHER & INSTRUCTOR
University of Texas at Austin, Department of Philosophy | August 2009 - May 2017
- Analyzed design & methodology of experimental studies and exposed inconsistencies, flaws, and unsupported conclusions
- Delivered customized presentations to effectively communicate the implications of technical research to both novice & expert audiences
- Provided analysis and research to plan, design, & teach a 13-week course for ~220 students
- Co-planned two conferences and a year-long public lecture series
- Improved academic confidence and outcomes by instructing students in the fundamentals of critical thinking, analysis, and effective writing

GRADUATE RESEARCH ASSISTANT
University of Illinois, Cline Center for Adv. Social Research | August 2005 - May 2007
- Collaborated with researchers, engineers & programmers to develop, test, & validate data collection protocols and improve machine learning algorithms