

Luke Smith

Plano, TX 75074

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Graduated Magna Cum with a BS in mathematics, followed this with an MS in mathematics two years later. I am looking to break into the data science field to start a meaningful career.

Authorized to work in the US for any employer

Work Experience

Graduate Teaching Assistant

University of Texas at Dallas - Richardson, TX

August 2020 to May 2022

Held sessions for differential and multivariate calculus, administered and graded homeworks, quizzes, and exams, and prepared lesson plans.

Tutor

The University of Texas at Tyler - Tyler, TX

January 2019 to May 2019

Tutored all levels of math with a focus on college level undergraduate courses

Cook/Dishwasher

Times Square Cinema - Tyler, TX

July 2018 to September 2018

Maintain a clean work environment, prep food for cooking, cook orders as needed

CCR1

Suddenlink Communications - Tyler, TX

July 2017 to October 2017

Troubleshoot customer equipment (Cable, HSI, and phone) to resolve problems remotely or through customer education, explain bills/charges/policies, provide excellent customer service to current and potential customers.

Server

Denny's - Tyler, TX

May 2017 to June 2017

Serve customers, prep food, and run registers.

CSR II/Trouble Ticket Agent

ETech Services LLC - Nacogdoches, TX

January 2016 to May 2016

Take supervisor calls, mediate between clients/upper management and customers, work on issues within the system not resolved by CSR I, assist with on the floor training of new agents.

Customer Service Representative

ETech Services LLC - Nacogdoches, TX

January 2015 to January 2016

Take calls from customers, assist them in accessing their online accounts, perform basic troubleshooting with customers, make sure that customers' problems are resolved in a timely matter, meet goals for call time and customer satisfaction, and meet campaign specific goals.

Private Tutor

Varsity Tutors

June 2022

Tutored students ranging from high school to undergraduate in all levels of math courses. This was/is a contractor position,

Education

Master's degree in Mathematics

University of Texas at Dallas - Richardson, TX

August 2020 to December 2022

Bachelor's in Mathematics

UT Tyler - Tyler, TX

August 2018 to December 2019

Chemistry

Stephen F Austin State University - Nacogdoches, TX

August 2013 to August 2016

Diploma

New Braunfels High School

Skills

- Microsoft Office (5 years)
- Troubleshooting (3 years)
- Customer Service (3 years)
- Math
- Algebra
- Calculus
- Tutoring
- MATLAB
- Python
- Teaching
- Statistics

Certifications and Licenses

Data Science Associate Certification

November 2022 to November 2024

A certification through Datacamp showing competency in Data Science through two exams, a project, and 90+ hours of course material. Link to certificate:

<https://www.datacamp.com/certificate/DSA0012049565881>

Link to profile:

<https://www.datacamp.com/profile/lukemaster1999>

Data analyst associate certification

January 2023 to January 2025

Another DataCamp certification, more focused on statistical analysis and data visualization/presentation.

Profile

<https://www.datacamp.com/profile/lukemaster1999>