

MARIANNE GAA

<https://marianne-gaa.com>

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(438) 777-4887

Skills

Programming:

— Data Analysis: Python (Pandas, Numpy, Scipy, Matplotlib, Seaborn)

— Front End: HTML, CSS

Databases: MySQL, SQLite, MongoDB

Other: Excel, data visualization: Tableau, version control: Git, GitHub, deployment: Netlify, CLI

Education

Humber College Institute of Technology & Advanced Learning

Toronto, ON

Graduate Certificate in International Development

2016 — 2017

Brock University

St. Catharines, ON

Bachelor of Arts in Psychology

2010 — 2014

Courses

Excel from Beginner to Advanced, Udemy, 2020

MySQL for Data Analytics and Business Intelligence, Udemy, 2020

Automate the Boring Stuff with Python Programming, Udemy, 2020

Experience

Hostess, Kampai Garden

Nov 2018 — Sep 2019

Montreal, QC

- Client-facing role in a fast-paced environment, responsible for promptly addressing all guest requests and concerns, with a proven ability to manage multiple tasks at once
- Coordinated a diverse team to reduce turnaround time between services to 15 minutes in order to maximize capacity and business

Reporting/Communications Assistant, West Africa Network for Peace Building

Sep 2017 — May 2018

Tamale, Ghana

- Relationship building within the community through strategic communications
- Designed communications for distribution in collaboration with the Plan International team, expanding reach of conflict prevention programs to Ghana's youth demographic
- Summarization of key insights of projects and activities for the National Director and partner org, FFP
- Contributed to the organization's Annual Report 2016 and provided regional updates on conflicts within Ghana's mining communities for the National Action Plan 2018

Customer Service Representative, HRG Inc.

Sep 2014 — Mar 2016

Montreal, QC

- Very detail oriented role; responsible for exchanging airfare through back end software, troubleshooting online tools for clients, and streamlining process for utilizing company products
- Proven technical competency for identifying, investigating and resolving complex, technical issues
- Track record for clear communication with exceptional statistics related to call handing and efficiency