

# MARIANNE GAA

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Toronto, Ontario  
[Website](#) | [LinkedIn](#) | [GitHub](#)

## PROFILE

Academic background in statistics, research and project design. Self-taught programmer through Udemy and Codecademy coursework, StackOverflow resources, and a lot of trial and error. Resilient to frustration, detail-oriented and inspired by challenging problems. Bilingual in English and French. Looking to break into a **Data Analyst** (or related) role.

## TECHNICAL SKILLS

**MS Excel, VBA, HTML, CSS, SQL, Python Programming, Automation, Pandas, Matplotlib, Numpy, Statistics, Data Visualization, Jupyter Notebooks, Tableau, Git, Github and Command Line.**

## EDUCATION

GradCert International Development, Humber College, 2017 Toronto  
BA Psychology, Brock University, 2014 St. Catharines

## CERTIFICATES

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

### **Kampai Garden, Hostess, 2018 — 2019** Montreal

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

### **West Africa Network for Peace Building, Reporting & Communications Assistant, 2017 — 2018** 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 organization, The Fund for Peace
- 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

### **HRG Inc., Customer Service Representative, 2014 — 2016** Montreal

- Very technical and detail oriented role, exchanging airfare through back end software which required excellent problem solving in challenging situations
- Proven track record for eliminating surcharges from airlines by heeding airfare exchange rules meticulously
- Exceptional statistics related to call handing and efficiency
- Responsible for troubleshooting online tools for clients and streamlining process for utilizing company products