MARIANNE GAA

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http://marianne-gaa.com

(438) 777-4887

Skills

Programming:
— Data Science: Python (Pandas, Numpy, Scipy, Matplotlib, Seaborn)
— Web Development: Flask
— Basics: HTML, CSS
Databases: MySQL, SQLite, MongoDB
— Other: Excel, VBA, Macros, visualization: Tableau, version control: Git, GitHub, deployment: Netlify, Command Line

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

Kampai Garden, Hostess   Montreal, QC, 2018 — 2019

- Client-facing role in a fast-paced environment, responsible for promptly addressing all 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 Tamale, Ghana, 2017 — 2018

- 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, 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

HRG Inc., Customer Service Representative   Montreal, QC, 2014 — 2016

- 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