MONICA MEYER

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EDUCATION

Master of Science in Analytics   Expected June 2015
University of San Francisco

Bachelor of Arts in Mathematics   July 2012
University of California, Santa Cruz
Overall GPA: 3.5 of 5

COURSE PROJECTS

Business Location Recommendation   Sep 2014

Queried Yelp and Zillow APIs and performed exploratory data analysis necessary for project to help businesses decide where to open their next establishment.

Text Classifcation   July 2014

Classi ed movie reviews as positive or negative using Naive Bayes in Python.

Found most important words in Reuter's articles through term frequency, inverse document frequency on XML les in Python.

WORK EXPERIENCE

Bank of America   Dec 2013 - June 2014
Sales and Service Specialist   Mill Valley, CA

Promoted due to proven ability to resolve complex service issues and process transactions accurately and e ciently to guarantee customer satisfaction and build customer con dence and trust. Responsible for establishing, retaining and deepening relationships with customers to achieve team sales goals as well as providing proactive sales activities of basic products while referring more complex requests such as mortgages and investment products.

Bank of America   Aug 2012 - Dec 2013
Teller   Mill Valley, CA

Gained pro ciency in retail banking operations, including computing gures, processing transactions with speed and accuracy and building customer loyalty through exceptional customer service. Learned to control large amounts of cash ow, work within established policies, procedures and guidelines and acquired the ability to advise customers on products and services the bank has to o er. Earned a promotion to the position of Sales and Service Specialist.

SKILLS

Programming	Python, R
Protocols & APIs	XML, JSON, REST
Databases	MySQL, PostgreSQL