

# Michael Alessio

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## SUMMARY

Results-driven professional with 2-3 years of experience in high-tech, client-facing roles, where I excelled in understanding and addressing complex client needs and challenges. Utilizing my degree in Management Information Systems from Binghamton University and self taught analysis skills, I offer a strategic, data-driven approach to customer success. Ready to leverage my unique blend of people skills with my aptitude in translating data insights into actionable decisions to ensure enhanced client satisfaction and impact business outcomes.

## SKILLS

**Technical Skills:** Data Analytics • Data Cleaning • Data Visualization • Web Scraping • Web Development • Python • R • SQL • Spreadsheets/Pivot Tables • Tableau • HTML • CSS

**Soft Skills:** Analytical Thinking • Communication Skills • Critical Thinking • Perseverance • Attention to Detail • Results Driven • Adaptability • Sales • Relationship Management • Collaboration • Motivation • Creativity

**Portfolio:** [Portfolio](#)

**Certifications:** [Google Data Analytics Professional Certificate \(Click to Verify\)](#)

## ANALYSIS PROJECTS

### Logistic Regression Customer Churn Analysis Project

**Tools Used:** SQL • Python • SKLearn • Tableau

*GitHub:* [Click Here](#)

August 2024

- Developed and implemented a logistic regression model on sample data for a subscription based company to predict customer churn probabilities, using PostgreSQL for data preparation, Python (Scikit-learn) for model training, and Tableau for visualization and analysis.
- Restructured customer support team and processes by segmenting and prioritizing customer cases based on churn risk, and optimizing support allocation to high-risk cases along with identifying seasonal case trends to provide insight to hiring teams

### NHL Free Agency Exploratory Analysis Project

**Tools Used:** SQL • Python • Web Scraping • Tableau

*GitHub:* [Click Here](#)

July 2024

- Conducted an exploratory analysis on NHL free agency trends by web scraping contract data and historical standings, using PostgreSQL for data integration and Tableau to create interactive dashboards revealing correlations between contract characteristics and team success.
- Developed data-driven guidelines for NHL general managers by identifying key factors such as contract length and player age that significantly impact future team performance, recommending ideal contract attributes and additional due diligence for less optimal deals.

## PROFESSIONAL EXPERIENCE

### Clara Capital

**Syosset, New York**

*Funding Specialist*

Summer 2023-Spring 2024

- Acted as a liaison between small business owners and private lenders to identify funding needs/opportunities and connect clients with profitable/solution driven alternative financing options
- Funded around 2-5 small businesses per month to contribute to Clara Capital's rapid growth which included an over 50% increase in in-house deal volume over the past year for the sales team
- Tested new email blast marketing campaigns to increase new client outreach and maximize lead to opportunity conversion

### Bandalier

**Binghamton, New York**

*Recruitment Specialist*

Fall 2022-Spring 2023

- Conducted phone screening interviews of candidates to select eligible and qualified individuals for available roles
- Successfully contributed to increasing new hire employee retention by assisting in various steps of the interview process and funnel as well as analyzing the effectiveness of interview questions and procedures

*TaaS Representative*

Winter 2021-Fall 2022

- Worked as a Talent as a Service representative and was assigned to Bandalier's client Blockfi
- Helped maintain client relationship by exceeding metrics/goals in order to present value created by the Bandalier Team

### BlockFi

**Binghamton, New York**

*KYC Analyst*

Spring 2022-Summer 2022

- Investigated onboarding issues to ensure KYC/AML compliance measures were taken properly through identity verification and proof of address document analysis
- Assisted in troubleshooting any issues relating to the onboarding process for domestic and international clients

*Client Services Representative*

Winter 2021-Spring 2022

- Answered inbound calls from clients to mitigate their concerns and troubleshoot technical issues
- Collaborated with teams such as security, technical support, and asset transfers to ensure client success/satisfaction

## EDUCATION

### Binghamton University, State University of New York

**Binghamton, NY**

*Bachelor of Science in Business Administration, Concentration in Management Information Systems*

Winter 2022

**Relevant Coursework:** Systems Analy. & Specification, Essentials of Programming, Web Application Development, Blockchain Tech & Applications, Web Mining/Soc Network Analysis

### Smithtown High School West

**Smithtown, NY**

*Advanced Regents Diploma With Honors; AP Scholar With Distinction*

Spring 2019

**Honor Societies:** National Honor Society, Math Honor Society, Italian Honor Society