

Michael Luevanos

Michael.Luevanos@gmail.com

(626) 485-2401

MichaelLuevanos.com

[LinkedIn](#)

SKILLS

Programming Languages: JavaScript; Python; T-SQL; jQuery; C#; CSS3; HTML5

Tools: Git; Jupyter Notebooks; Postman; Scrum/Agile Methodologies; Chrome Dev Tools; SQL Server Management Studio; TFS; Trello; Zendesk; Visual Studio; VS Code; Jira; Box; Tableau

Frameworks & Libraries: React; Pandas; Matplotlib; Seaborn; Bootstrap 4; ADO.Net; .Net Core; SQL Server

EXPERIENCE

Correlation One

March 2021 - Present

Data Science For All/Empowerment Fellow

- Awarded merit-based fellowship (4% acceptance rate) to train with Harvard Professor Natesh Pillai; 14-week program covers the full data science pipeline (planning, acquisition, preparation, exploration, modeling, delivery) using real world data-sets to deliver actionable insights.
- Capstone project investigating Covid rates in urban food desert populations hypothesizing an increase in Covid-19 cases using Jupyter Notebooks, Pandas, Matplotlib, Seaborn and Tableau.

Carroll Guido Groffman Cohen Bar & Karalian, LLP

February 2020 - Present

Project Coordinator (Part Time)

- Digitize firm documents and update databases (DOS & FileMaker Pro) resulting in a 20% reduction in storage and software costs.
- Expedite materials to partners related to music licensing, distribution, copyrights, and royalty payments from Collective Management Organizations such as ASCAP, Music Reports and Warner Music Group for boutique law firm.
- Centralize end of year finances with Excel to ensure accuracy with bank deposits and client timesheets.

Headspace

July 2015 - October 2019

Project Manager, Customer Experience

- Increased enrollment by 5% through simplified user flows for Partnership and Sales campaigns. Utilized subscription-model expertise to reduce user abandonment by 11% on Growth and Church squads, contributing to a subscriber base of 1 million+.
- Established Quality Assurance processes and reports for a global customer service team resulting in a 96% customer satisfaction rating with Zendesk.
- Created SOPs to expedite bug-fixes by quantifying user data for Engineering and Product using Jira and Google Sheets with Zendesk.
- Maintained go-to-market strategies for seasonal promotions consulting with leadership in multiple departments for scheduled release and proper revenue forecasting.

DogVacay

July 2014 - July 2015

Supervisor, Customer Care

- Supervised daily closing operations for a team of 20 improving overtime costs by 5%.
 - Saved 3% in cash reimbursements by creating SOPs that evaluated company loss from individual hosts on an ongoing basis.
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EDUCATION

Sabio Enterprises, Los Angeles | Full Stack Software Developer Training Program

2020

- Collaborated with a team of 15 using Git to create a web based application with React, .Net and SQL. Valorecare, a "gig economy" MVP, provides income and opportunity for an entrepreneur in North Carolina.

California State University, Los Angeles | BA Communications, *cum laude*

2012