

Nicholas D. Upshaw

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Summary:

Detail oriented individual that strives to make all processes efficient and accurate as possible. Knowledgeable in data collection, research methodology, validation, high level data analysis, root cause analysis, problem solving, and project management. Organized quick learner that adapts to obstacles to meet deadlines. Excellent Written and verbal communication skills; adept in interpreting, presenting and reporting operational performance data. Experienced at using business management technique to improve organization.

Qualifications:

Experience working in fast-paced environment with the ability to multitask; experience working through short coinciding timelines. Highly proficient interpersonal skills and capable of training, communicating, and collaborating with different levels of employees, stakeholder, and vendors. Ability to initiate, and complete tasks that will improve processes. Excellent customer service skills. Exceptional project management skills. Knowledge of user-end and back-end of databases.

Experienced with managing and working with a variety of databases, and using various computer applications which include statistical packages, data processing, word processing programs, spreadsheets, and visual data. Relevant software knowledge includes Ridecheck Plus, Trapeze, data mining tools, MongoDB, Nodejs, Express, React, Microsoft Office (Word, Excel, PowerPoint, Access), Power BI. Other applications are Snap professional, Toad for oracle, and Hummingbird.

Professional Experience:

October 2016- present Marta (Metropolitan Atlanta Rapid Transit Authority) Atlanta, GA
Technical AVL Specialist/Performance Analyst (Dual Responsibilities)

Provides technical support in managing and maintaining data generated by Automated Vehicle Locator (AVL), Automated Vehicle Announcement (AVA) technologies, and Automatic Passenger Counter(APC). Creates, associates (assigns), and validates Americans with Disabilities Act (ADA) automatic bus announcements. Tracks progress, assesses challenges, and identifies processes used to achieve overall success with automated systems in providing accurate and reliable data for reporting automatic bus announcement results and ridership data. Validates system functionalities to detect malfunctions, adherence to contractual agreements, and interface with other applications to ensure system reliability and optimum efficiency. Tracking of data on a daily basis for accuracy and reliability, and for use in updating standard and customized reports for vendors and stakeholders. Assists with Authority-wide educational efforts with field staff, stakeholders and vendors to ensure the development and alignment of performance objectives with the Authority's goals and objectives. Monitors, tracks, analyzes, and reports root cause analysis and performance measures. Creates and maintains a consistent quality, customer and organization focused team orientation among stakeholders for successful delivery of data requirements for Federal Transit Administration (FTA) reporting. Training personnel on using software and hardware for data collection purposes.

July 2011- October 2016 Marta (Metropolitan Atlanta Rapid Transit Authority) Atlanta, GA

Research Surveyor

Conducted surveys for scientific, public opinion, and marketing research purposes. Public opinion surveys, which are intended to gather information about the attitudes and opinions of their experience on MARTA. Collected data using methods such as interviews, focus groups, market analysis surveys, public opinion polls, observation, reviewing files, and compiling literature reviews. Responsible for accurately collect, record, and review all required data collected from patrons using electronic mobile technology. Communicate in effective and professional manner with patrons to obtain unbiased information following the project methodology to solicit feedback. Coordinate the work of survey interviewers and data collectors. Account for and solve problems caused by non-respondents or other sampling issues. Evaluate surveys, methods, and performance to improve future surveys. Translates coded, written survey results and enters data into appropriate format for data analysis. Extracts data from surveys and transcribes information into appropriate format. Perform support services involving word processing, spreadsheet, database programs.

Education:

Georgia Institute of Technology
Atlanta, GA
Major: Full Stack MERN Developer
Graduation date: February 2020

Georgia State University
Atlanta, GA
Major: Finance

Morehouse College
Atlanta, GA
Major, Biology

Stone Mountain High School
Stone Mountain, GA
Diploma Type: College Preparatory
Graduation date: May 2010

Special Honors/Awards:

- Georgia Work Ready Certified “Silver” (2009)
- Delta Chapter’s American Education Essay Contest ”Third place” (2009)
- Honor Roll (LHS, 2008-2009)
- Invitation to “The Congressional Student Leadership Conference” (2008)
- Invitation to Ambassador Program (2008)

Community/Civic service:

- Hosea Feed the Hungry: Easter Day (2008)
- Hosea Feed the Hungry: Thanksgiving Day (2008)
- Abundant Life Church: Media Crew Assistant (2008)
- P3 Photography: Photographer Assistant (2008)

