Nicholas Van Bergen [LinkedIn](#) |[GitHub Portfolio](#)

C: (415) 867-6800 | E: nicholas.vanbergen@gmail.com | Phoenix, AZ

Summary:

Highly skilled Data Analyst with extensive experience in data management, data stewardship, and governance within the FinTech industry ready to transition back to the commercial airline industry. Certified in Data Science by demonstrating strong foundations in Python, SQL, and data visualization tools, with a strong focus on ensuring data quality and integrity. Committed to driving success through innovative data solutions and collaborative efforts with cross-functional teams.

Core Technical Competencies:

- Programming/Scripting Languages: **Python**, **SQL**, Markdown
- Data Visualization Tools: **Tableau** - training in progress, **PowerBI**, Matplotlib (Python), Seaborn (Python)
- Data Quality Tools: Working knowledge of Talend
- Data Management Platforms: **Collibra Data Catalog**
- Cloud Environments: **AWS** (Amazon Web Services) - training in progress
- Other Tools: Jupyter Notebooks, VS Code, Spyder, Microsoft Office, ChatGPT, GitHub Copilot, Microsoft CoPilot, JIRA, SABRE
- Methodologies: Agile, SDLC, Metadata Management, Data Governance, Kanban
- Certifications and Licenses: Data Science Immersive 2021- 2022

Professional Experience:

Data Management Analyst, Metadata
Personal Investor Data Strategy, Vanguard   *May 2022 – Present*

- Automated business metadata analysis with Python scripts, enhancing metadata collection standards. Shifted from reactive to proactive approach, saving the team ~64 hours per week.
- Created a metadata health scorecard using Python, analyzing backend data (AWS S3) and collaborated on dashboard development based on the results. Proof of Concept highlighted the need for a definitive source of truth repository.
- Managed metadata catalog using Collibra, setting and enforcing standards for metadata collection and deployment to ensure data findability and trustworthiness. Partnered with data producers and data consumers to maintain high data quality.
- Collaborated with Data Product Owners (SMEs) and IT data engineers to ensure accurate product descriptions in Collibra, verifying Glue job readability and precise data lineage capture.

Data Science Fellow   *December 2021 – May 2022*
General Assembly, Phoenix, Arizona

- Mastered data science techniques with Python, SQL and statistical analysis. Completed projects using machine learning, NLP, and data visualization to solve business challenges.
- Used Jupyter Notebooks for scripting and analysis, ensuring transparent and reproducible methods. Enhanced model accuracy and data quality through refined data collection and data cleaning techniques.

- Collaborated with peers and mentors on data governance and customer data analysis. Applied data science techniques across various industries while contributing to a collaborative environment.

Customer Relations Analyst   *September 2017 – September 2021*
American Airlines*,* Tempe, Arizona

- Implemented technology-led initiatives, significantly cutting complaint resolution times by 20% annually, thereby elevating customer satisfaction levels.
- Applied analytics and software enhancements to adapt the complaint handling process for scalability, efficiently addressing issues ranging from individual concerns to flight-wide complaints.

Associate Analyst Consultant   *June 2014 – March 2016*
BMO Family Office, Portland, Oregon

- Leveraged advanced analytics and financial modeling tools to provide comprehensive wealth management services, enhancing client investment strategies and portfolio performance.

Investment Manager Analyst   *December 2010 – June 2014*
Investment Management Consulting Group, Charles Schwab, San Francisco, California

- Utilized data analysis and financial modeling tools to support the evaluation of investment opportunities, facilitating my interest and eventual pivot towards data science in the financial services industry.

Additional Experience:

- Ground Agent, Horizon (Alaska Airlines), Portland, Oregon 2016 - 2017
- Associate Financial Consultant, Charles Schwab, Pasadena, California, 2009 - 2010
- Client Service Specialist, Charles Schwab, Pasadena, California, 2005 - 2009
- Client Service Representative, Charles Schwab, Phoenix, Arizona, 2004 - 2005

Education:

M.S. Finance, *5/2014*
Saint Mary's College of California – Moraga, CA

B.A. Philosophy *5/2003*
Arizona State University – Tempe, AZ