SUMMARY

I am a fledgling data science professional who embodies the qualities of leadership and professionalism, is able to work independently to manage multiple projects and deadlines, and communicates effectively.

ACCOMPLISHMENTS

* Utilized problem solving to pioneer an original data-driven approach to remediation.
* Worked independently to innovate models for educational data representation.
* Applied attention to detail to craft workshops introducing new technologies and educational tools.
* Demonstrated flexibility in implementing new methods of continuous data tracking and analysis.

SKILLS

* Python
* Heroku
* PostgreSQL
* MySQL
* SQL Alchemy
* HTML/CSS
* JavaScript
* Database
* Excel/VBA
* SQL Server
* Flask
* Data Visualization
* R Studio
* Tableau
* Pandas/MatPlotLib
* PG Admin
* Programming/Coding
* MongoDB
* ETL
* Geo-Mapping

EXPERIENCE

**High Point High School, PGCPS August 2018-Present**

Classroom Teacher, Grade 9 Beltsville, MD

* Received “Distinguished” rating for working independently to streamline daily operations management.
* Used problem-solving skills to work as a team member to compile centralized data files.
* Utilized excellent communication skills to deliver training sessions demonstrating new technologies.

**Columbia Heights Education Campus, DCPS February 2018-August 2018**

Classroom Teacher, Grade 8 Washington, DC

* Demonstrated a 10% minimum increase in student standardized exam scores.
* Received “Highly Effective” rating for creating an organized system of data logging.

**Educational Testing Services (ETS) February 2015-February 2018**

Tier 1 Exam Support Specialist Orlando, FL

* Achieved 95% successfully resolved help desk tickets March 2016.
* Received 100% positive customer reviews September 2016.
* Demonstrate flexibility and use problem-solving skills to provide end user support by phone or remote desktop.
* Worked independently to use a Support Ticket System database to diagnose, track and, update open tickets.
* Troubleshoot and support customer/client software on Mac/PC, configure browsers and secure connections.

**Houghton Mifflin Harcourt September 2014-February 2015**

Tier 1 Depository Analyst Orlando, FL

* Awarded “Associate of the Month” November 2014 for maintaining 90% customer renewals.
* Use problem-solving skills to support for HMH educational software and all 3rd party applications.
* Support installation/reinstallation troubleshooting of customer applications and browser configuration.
* Continuously provided updates on open helpdesk tickets and routed tickets to appropriate support teams.

EDUCATION

**Certificate of Completion, Data Analytics Boot Camp** | George Washington University, Washington, DC | March 2019 – August 2019

**Bachelor of Science, English Arts Education (Secondary)** | TESOL Endorsement | University of Central Florida | August 2007 – May 2012 |