

# Xander Hieken

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## Professional Summary

Analytical and strategic thinker with a diverse background of professional and academic experience. Passionate about leveraging data and technology to create real solutions for complex problems. 7+ years of experience collaborating and working with cross-functional teams to better understand business needs and develop a more empathetic relationship with customers.

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## Education

### University of Missouri

Bachelor of Science in Business Administration, Emphasis: Finance and Banking

### Bellevue University

Master of Science in Data Science

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## Skills and Proficiencies

Agile Methodologies  
Data Cleaning and Preparation  
Supervised and Unsupervised Learning  
Data Analysis using Python, R, and SQL  
Strong written and oral communication skills  
Microsoft Office Suite (Word, Excel, PowerPoint, etc.)  
Ability to learn new concepts and technologies quickly  
Spark, NVIDIA RAPIDS, Tensorflow, Keras, Docker, Tableau  
Adobe Creative Suite (Illustrator, Photoshop, Premier Pro, etc.)  
Strong research and analytical skills with the ability to collect, organize, analyze, and disseminate large datasets

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## Professional Experience

### Disney Vacation Club – Orlando, Florida 2017-2020

#### Advance Sales Associate

- Met with guests to better understand their vacation habits and aspirations
- Identified opportunities where guests would benefit from joining Disney Vacation Club (DVC)
- Educated guests on how DVC membership could add value to their future vacations
- Showcased DVC villas to highlight differences from standard rooms

### IBM – Columbia, Missouri 2017

#### Global Technology Services

- Scripted patches and installed software remotely using PowerShell and Bash
- Collaborated with project managers to build IBM's Db2 virtual servers to client specifications
- Participated in daily Scrum meetings to make sure we hit our sprint goals
- Selected by IBM's Global Technology Services as part of their "New Collar" initiative
- Rotated through Project Management, Server Build, Mainframe, Networking, and Network Security teams to gain a deeper understanding of how everything fits together at the enterprise level

### Veterans United Home Loans – Columbia, Missouri 2012-2017

#### Loan Officer

- Called potential borrowers to collect information to complete a loan application
- Gathered borrower financial information and documentation
- Verified accuracy and completeness of the data in our lending software
- Analyzed financial data to determine creditworthiness for loan approval
- Maintained licensure and working knowledge of lending regulations for 25 states
- Negotiated rates, fees, and contracts for my borrowers
- Communicated openly with all parties to facilitate smooth closings