

ELISHAH J. POLICAPE

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DATA ANALYTICS & DATA SCIENCE PROFESSIONAL

EDUCATION & PROFESSIONAL AFFILIATIONS

2023-Certificate of completion: Data Analytics & Python Development, Data Science: NTAi Network Technology Academy

2015-Bachelor of Science: Environmental, Earth, and Atmospheric Sciences: University of Massachusetts - Lowell

2010- Associate of Science: Liberal Arts: Massasoit Community College - Brockton

SUMMARY QUALIFICATIONS

An innovative and detailed-oriented data scientist with over 7+ years of related experience in data analysis, data entry, data collection, technical support, and research methods. Possess strong skills in machine learning, statistical programming, data visualization and database management. Excellent communication and interpersonal skills and have a proven track record of problem solving and team building. Proficient in Microsoft Office, Python and SQL.

SKILL HIGHLIGHTS

Analytical Skills	Communication Skills	Consumer Satisfaction
Creative Writing	Data Analysis	Data Entry
Database Management	Interpersonal Skills	Microsoft Office
Problem Solving	Process Improvement	Product Support
Probability & Statistics	Portfolio Management	Research Methods
Social Media Mining	Software Support	Technical Documentation
Technical Support	Team Building	Troubleshooting

TECHNOLOGY SKILLS

- ◇ Python Data Analysis and Statistical Programming (Matplotlib, Numpy, Pandas, GeoPandas)
- ◇ Python Data Visualization (Folium, Plotly, Streamlit, DTale)
- ◇ Python Weather Databases (NWSAPy API, NOAA API, NOAA-Coops)
- ◇ Python Software (PyCharm, Spyder, PostgreSQL, SQLite, Jupyter Notebook, Tableau)
- ◇ Machine Learning - Neural Network Models:
(Temporal Convolution Network, Long Short-Term Memory, Recurrent Neural Network), Pytorch
- ◇ OpenAI - Prompt Engineering

PROFESSIONAL WORK EXPERIENCES

2017-2020| ERT| Boston, MA |

Lead Technical Support

- Performed diagnostics and troubleshooting of system issues for 25-50 customers daily.
- Accurately documented and monitored help desk tickets/resolutions for compliance and auditing.
- Provided high level customer support by resolving issues and handling escalated complaints with 98% average on call coaching assessments.
- Cross functionally collaborated with internal and external partners to review and investigate data trends.
- Led daily shift meetings about the team performance and day to day departmental updates.
- Provided technical assistance, ongoing training, and professional development opportunities by evaluating quality assurance metrics and auditing.
- Utilized data trends to identify system process gaps to prevent future recurrences and make recommendations to upper management.

2015-2017| SIMPLISAFE| Boston, MA|

Sales Technician

- Provided technical expertise and subject matter expert level assistance to consumers purchasing security systems.
- Evaluated customers' potential product needs while identifying additional sales opportunities.
- Increased departmental sales goals by 46%, leading my team in sales and retention metrics.
- Composed detailed call reports, territory sales plans and forecasts in order to assist in sales.

2013-2014| 212 CONSULTING INC.| Wellesley, MA|

Account Manager

- Developed marketing materials for Essex and Middlesex county special projects.
- Communicated the progress of monthly/quarterly initiatives to internal and external stakeholders.
- Forecasted and track key account metrics.
- Provided new employee onboarding, training, and mentoring.
- Collaborated with key stakeholders to develop business strategies that meet organizational goals.
- Overhauled client onboarding processes, which improved client engagement by 25%.

2012-2013| CITY OF LOWELL| Lowell, MA |

Technical Assistant

- Communicated with all levels of management to test both hardware and software products for ease of use.
- Ensured the timely and successful delivery of our solutions according to customer needs and objectives.
- Collaborated with peers to promote effective data and technology resource management.
- Completed appropriate paperwork, documentation, and system entry.