

Tia Hannah

(959) 255-4187 | thannah@bu.edu | [GitHub](#) | <https://www.linkedin.com/in/tiakhannah/> | <https://tiakorre.github.io/>

Education

Boston University
B.S. in Data Science
Awards: Dean's List
Coursework: Data Mechanics, Programming for Data Science, Statistics, Multivariable Calculus, Linear Algebra, Algorithms for Data Science, Modeling Business Decisions.

Boston, Massachusetts
May 2025

Skills

Programming Languages: Python, Rust, CSS, HTML, JavaScript, SQL, R.
Operating Systems: Windows 10 / 8 / 7 and Linux.
Technical Skills: React, Next.js, Power BI, cloud computing, machine-learning, full-stack development, git, back-testing, pipeline development, Functional programming, Microsoft Azure, MongoDB, Excel , statistical analysis, Pandas, NumPy, Pytorch, Scikit-learn, Matplotlib, Flask.
Certifications: Google Advanced Data Analytics Professional Certificate

Relevant Experience

Boston University Metropolitan College
Information and Technology Specialist
Aug 2024 – Present

Boston, Massachusetts
Aug 2024 – Present

- Provided technical assistance to 500+ faculty, staff, and students at Metropolitan College, ensuring smooth operations.
- Diagnose and resolve 25+ hardware, software and network issues monthly.
- Manage and prioritize 50+ service requests vis Service Now to maintain customer satisfaction rate of 97%.

Speak Play Learn Therapies for Kids
Web Designer

Aventura, Florida
Jun 2024 – Aug 2024

- Invigorated client engagement by 30% by designing and deploying a user-friendly website for a startup speech clinic, applying UX/UI best practices to optimize user experience and digital aesthetics.
- Established HIPAA-compliant operations for the clinic and created strategic marketing materials, including slogans and logo design.

Boston University College of Engineering
Information and Technology Consultant

Boston, Massachusetts
Sept 2022 – Jan 2024

- Diagnosed and resolved complex network, hardware, and software issues for over 800+ academic and administrative users, ensuring system reliability and efficiency.
- Coordinated with cross-functional teams and research labs to implement IT solutions, utilizing advanced diagnostic tools to troubleshoot complex technical issues across multiple operating systems, ensuring uninterrupted support for critical academic projects.

Upperline Code
Fintech Focus Intern (JPMorgan and Chase Cohort)

New York, New York
Jul 2021 - Aug 2021

- Led the development and presentation of a full-stack web application on Heroku, leveraging Flask, MongoDB, Python, HTML, and CSS to create a scalable fintech platform focused on enhancing user's understanding of personal finance.
- Presented the MVP of a user-friendly fintech web application to over 60 representatives from NYC-based banks, including JPMorgan Chase, showcasing enhanced UX/UI design and operational features to drive user engagement and improve financial literacy.

Project Experience

Youth Justice and Power Union Police Overtime Analysis Practicum | Python, Looker Studio
Sept 2024 – Dec 2024

- Analyzed 10 years of data on police overtime, and arrest reports, identifying trends to guide budget reallocation decisions.
- Constructed an interactive dashboard in Looker Studio, visualizing salary and arrest data, improving transparency and aiding 5+ policy recommendations.

Spare-it Waste and Recyclable Image Segmentation Model Practicum | Python, PyTorch,
Sept 2024 – Dec 2024

- Engineered a scalable YOLOv8 data pipeline for preprocessing and augmentation, increasing segmentation model precision by 15%.
- Led exploratory data analysis on 25,000 labeled images, addressing class imbalances through augmentation techniques and improving model performance for more accurate classifications.

MAPLE Bill Summarization and Tagging Practicum | SQL, Python
Jan 2024 - May 2024

- Built a scalable ETL pipeline in Azure to enhance legislative transparency by automating the summarization and tagging of bills.
- Implemented Retrieval-Augmented Generation (RAG) and multiple LLMs for legal document processing, using few-shot prompt engineering to improve summarization accuracy by 20%.

Editor AI Practicum | Python, Next.js
Jan 2024 - May 2024

- Streamlined editorial workflows by developing an AI chatbot with automated features, boosting content production speed by 25%.
- Partnered with a former Boston Globe editor to design an AI platform tailored for hyper-local news sites, enhancing editorial processes and content quality.

Tia Hannah

(959) 255-4187 | thannah@bu.edu | [GitHub](#) | <https://www.linkedin.com/in/tiakhannah/> | <https://tiakorre.github.io/>