

Sabrina Baccam

Data Analyst & ServiceNow Admin/Developer

TECHNICAL SKILLS

Languages: Python, SQL, R, Javascript, HTML, CSS

Frameworks/Libraries: Pandas, NumPy, Matplotlib, Scikit Learn, SciPy, Seaborn, Axios, Express.js

Database/Industry Tools: Jupyter Notebook, Tableau, Excel, Google Sheets, DBDesigner, LucidChart

Other Tools/Software: ServiceNow, Trello, Microsoft Office, Figma, Git, GitHub, Node.js, Salesforce CRM

EDUCATION

ServiceNow — *Certifications*

- ServiceNow Certified System Administrator
- ServiceNow Certified Implementation Specialist - IT Service Management (CIS-ITSM)

Google — *Certifications*

- Data Analytics - Data analytics certification focused on R and BigQuery's SQL (in-progress)

Devmountain Software Engineering Program — *Data Analytics Certification*

The University of Texas at Austin — *Bachelor of Arts in Economics*

- Organizations: Omicron Delta Epsilon (Economics Honor Society), UT Fencing, Filipino Student Association, Vietnamese Student Association
- Semester Awards: Summa Cum Laude, Ampla Cum Laude

TECH PROJECTS (view portfolio for more)

MealConnections - [GitHub](#) | [Video](#)

- Developed a ServiceNow custom application to connect grocery vendors to food-insecure platform users

IMDb Web Scraper Analysis - [GitHub](#) | [Video](#)

Python | Scrapy | Pandas | NumPy | Seaborn | Scikit Learn | Jupyter Notebook | Excel | Tableau

- Coded a web scraper to collect the top 1000 movies on IMDb to perform data analysis and find patterns

Data Science Career Insights - [GitHub](#) | [Video](#)

Python | Pandas | NumPy | Matplotlib | Seaborn | Scikit Learn | Jupyter Notebook | Excel | Tableau | Regression Analysis

- Modeled, cleaned, explored, analyzed, and visualized data based on data science jobs and salaries from 2020-2022

Full-stack Restaurant Picker Webpage - [GitHub](#) | [Video](#)

Javascript | HTML | CSS | Node | Axios | Express | Sequelize | PostgreSQL | Heroku | Jest | Postman API | REST APIs

- Created the frontend and backend of a webpage to help the user pick a restaurant out of a database based on criteria/filters

EXPERIENCE

ServiceNow — *ServiceNow Teaching Assistant*

APRIL 2024 - PRESENT

- Assisted a ServiceNow instructor with teaching ServiceNow technologies in the NextGen Professionals Program

Bluebonnet Data — *Data Fellow*

APRIL 2024 - PRESENT

- Utilized Python, SQL, Excel, and BI/analysis tools such as Tableau to aid progressive political campaigns

New Apprenticeship — *ServiceNow Pre-Apprentice*

FEBRUARY 2024 - APRIL 2024

- Participated in an advanced ServiceNow pre-apprenticeship program as part of an Agile team led by a ServiceNow architect
- Developed a human resource application over sprints through custom application building and scripting on ServiceNow

ServiceNow — *ServiceNow NextGen Professionals Program Extern*

OCTOBER 2023 - DECEMBER 2023

- Participated in a 10-week professional program to utilize the technologies in the ServiceNow ecosystem
- Acquired hands-on experience and created real-world projects surrounding coursework in scripting (Javascript), workflow applications through Flow Designer, IT management, data management through the configuration management database (CMDB), configured and coded UI actions & UI policies, etc.

Devmountain — *Data Analyst Student Position*

AUGUST 2022 - MAY 2023

- Programmed Python applications with SQL commands, prevented SQL injection attacks
- Developed a capstone project to demonstrate data analytics skills such as performing linear regression models, hypothesis testing, data mining, data cleansing, data modeling, and data visualization utilizing tools such as Python, SQL, Jupyter Notebooks, Pandas, NumPy, Matplotlib, Tableau, etc.

Hackbright Academy / Devmountain — *Outcomes and Graduate Success Coordinator / Employer Relations Lead*

JUNE 2022 - JANUARY 2023

- Performed as a B2B coordinator for two software engineering schools to advance the representation of women and non-binary engineers in the tech industry via new account acquisition through outreach, referrals, and qualified leads provided by internal teams and stakeholders
- Built and actively maintained records and data in Salesforce using reports and dashboards