Austin, TX | LinkedIn | Portfolio

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

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

ServiceNow — *Certifications*
- ServiceNow Certified System Administrator (earned Jan 2024)

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)

Human Resource Application - GitHub | Video
- Scripted and created a ServiceNow custom HR portal with custom scripting on both the client and server sides

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

Bluebonnet Data — *Data Fellow*
JULY 2024 - PRESENT

- Prepped ACT4 SA's Cop the Data dashboard for public launch by finalizing data infrastructure, data clean up, visualizations, and data integrations to help Texas police precincts identify and track police misconducts and prevent wandering officers
- Created workflows on trained models through Power Automate and Power Apps for document intelligence, allowing automated field mapping into the new SQL database

ServiceNow — *ServiceNow Teaching Assistant*
APRIL 2024 - PRESENT

- Assisted a ServiceNow instructor with teaching ServiceNow technologies in the NextGen Professionals Program
- Collected and tracked data daily over 10 week durations for 50+ students, handled problems through problem management

New Apprenticeship — *ServiceNow Pre-Apprentice*
FEBRUARY 2024 - PRESENT

- 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, change/problem/incident management, IT service management and implementation, etc.
- Managed configuration records and data through the relational database management system (RDBMS) and configuration management database (CMDB)

Devmountain — *Data Analyst Student Position*
AUGUST 2022 - MAY 2023

- Programmed Python applications with SQL commands, prevented SQL injection attacks
- Interpreted data using linear regression models, created visualizations using Matplotlib and Seaborn to help determine decisions regarding hypothesis testing
- Developed a capstone project to perform data analytics skills such as 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 reverse recruiter for two software engineering schools to handle new account acquisition through outreach, referrals, and qualified leads provided by internal teams and stakeholders
- Fostered B2B relationships with employer partners to advance the representation of women and non-binary engineers in the tech industry
- Built and actively maintained records and data in Salesforce using reports and dashboards

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