

Yessica Ramirez

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Education

CSU East Bay, Hayward — *B.S. in Computer Science*

May 2023

Experience

H2O.ai - Customer Success Intern

July 2022 - May 2023

- Led the management and analysis of the Academic Program, involving detailed evaluation of applicants' qualifications to ensure compliance with program requirements.
- Engaged with applicants through email and Zoom, addressing inquiries, verifying documentation, and modifying contracts to provide clarity based on their individual situations.
- Generated new licenses using Salesforce for approved applicants by cross-referencing verified lead data, and conducted an analysis of applicant volume trends over a specified period.
- Collaborated on both the front-end and back-end development of a documentation website, leading the implementation of a chatbot. Utilized version control software GitHub along with key technologies such as HTML, CSS, Node.js, and the OpenAI API.

CSU East Bay - Undergraduate Researcher

Sept. 2021 - March 2022

- Developed Python code utilizing the Pandas & Numpy library to extract, clean, and export a 12GB dataset from the IPUMS Census database to conduct data analysis.
- Proficiently communicated within a 4-member team to collaboratively address tasks, enhancing critical thinking and problem-solving capabilities.

Spoiled Kitty Wax Parlor - Shop Executive Assistant

June 2021 - Aug. 2023

- Managed detailed digital records of employee information, payroll, transactions, and client data, fostering seamless collaboration among our 4 team members.
- Monitored and maintained the shop's physical and financial assets, including the organization of cash inflow and inventory management, to ensure smooth daily operations and profitability.

IBM Accelerate Program - Client Engineering & Technical Sales

May 2022 - Aug 2022

- Participated in an intensive training program, developing technical and sales skills while collaborating in a team of 4 to solve real-world client challenges.
- Showcased technical aptitude by quickly adapting to new tools and technologies to develop a Watson Chatbot through a demonstration to potential clients.

Technical Skills

- **Tools:** GitHub/Git, Salesforce, Bigquery, Dataflow, AWS(EC2, S3), Tableau
- **Microsoft Office:** Excel, Word, Powerpoint, Outlook
- **Google:** Gmail, Calendar, Sheets, Docs, Slides, Google Colab
- **Languages:** Python, SQL, HTML, CSS

Personal Website: yessicavrm.github.io