

## Profile Summary

Analytical, performance-driven professional Obtained Real world experience as a Data Analyst. Recently completed Post Graduate Program in Data Science and Business Analytics (University of Texas – Austin McCombs School of Business). Pursuing data science and business analytics roles with capacity to apply strong academic experience in machine learning, artificial intelligence, and data visualization.

## Areas of Expertise & Technical Proficiency

Data Visualization(Descriptive, Statistical, Predictive Analytics Seaborn, Matplotlib), Deep Learning (Neural Networks, Computer Vision, Natural Language Processing, Web Scraping), Machine Learning (Classification and Regression Algorithms, Statistical Inference, Exploratory Data Analysis, Clustering Techniques, PCA, Recommendation Systems, Hyperparameter Tuning, Feature Selection, Scikitlearn, Numpy, Pandas), Database, Excel, Agile Scrum Methodologies, Python, Jupyter Notebooks/Colab Graphic Design (Web/Logo), Jira Service Desk, Confluence, Kanban, Sprint Backlog/Planning

- Statistics & Data Visualization
- Machine & Deep Learning
- Technical Troubleshooting
- Data Management & Analysis
- Data Wrangling & Examination
- Statistical Modelling
- Project Management & Execution
- Continuous Process Improvement
- Data Manipulation & Analysis

## Career Experience

**DC Housing Authority, Washington, D.C** 2024 – Current  
Data Analyst

- Collect program data on a continuing basis, utilizing a variety of sources; reviews and examines all data from customers invoices and provides metrics; reports any problems found and makes recommendations.
- Collects and merges data from databases and spreadsheets to display into other formats.
- Performs data functions in Excel including Pivot and Lookup tables.
- Makes determinations in accordance with DCHA and the U.S Department of Housing and Urban Development (HUD) requirements.
- Runs various mathematical calculations to determine how the data metrics might best be applied to improve program activities.
- Analyzes and reports on trends in data collected.

**Capital Bank, N.A., Rockville, MD** 2022 – 2023  
Operations Support Engineer

- Led comprehensive IT operations, including systems administration, technology support and service, configuring hardware, managing operating systems, applications, and peripherals, resulting in 70% decrease in ticket backlog and creating process to increase efficiency of managing service requests.
- Partnered with project team to build the service desk infrastructure, resulting in a solid platform to manage technology operations in-house and maintain a knowledge base to strengthen in-house capabilities.
- Conducted analyses to resolve and improve capabilities of operating systems by analyzing, investigating, testing modifications, and conducting research on new hardware and software.
- Created and deployed operational procedures to ensure smooth workflow. Executed security/disaster recovery tasks including system backup/restoration and operational assistance at recovery sites.

**Volanno, Washington D.C****2011--2022**

## Team Support Specialist

- Obtained Public Trust Clearance required to provide technical support for Proprietary Government Web Application Software for FAA; resolved IT issues in a timely manner to ensure seamless workflow; operated in an Agile environment with Weekly Sprints, Sprint Retrospectives, and Planning Poker; obtained SCRUM certification.
- Updated knowledgebase via Confluence and managed internal databases, communicating technical issues to inform the organization as needed.
- Produced and delivered training tutorials for new and existing staff and enhanced onboarding process by delivering training videos.
- Attained highest client satisfaction by responding to customer queries in a timely and accurate manner, via phone and email; analyzed and reported technical malfunctions.

**Gambix LLC, Sheridan, WY****2019 – 2022**

## Principle Co-Founder

- Co-founded a minority-owned tech startup agency providing websites and mobile applications to clients. Led a team of developers, focusing on project management and consulting them on growth and development.
- Created venture capital investor materials/pitch decks to acquire seed funding for business; networked and collaborated with team members to onboard new clients through relationship management and referrals.
- Implemented technology solutions for clients and identified business efficiencies through technology; completed 8-month 1871 Entrepreneurship program to strengthen leadership and business skills.

**T. Rowe Price, Owings Mills, MD****2018 – 2019**

## Help Desk Agent

- Provided efficient technical assistance for high profile million+ clients, while managing high volume phone and email queues; conducted remote troubleshooting through diagnostic techniques; escalated tickets to tier 2 desktop support as warranted; maintained technology inventory by procuring required equipment through order processing.
- Led training for contractors joining the high-volume service desk and led team-building initiatives to improve employee morale and productivity, increasing employee engagement and retention for the team.

**MISSIONSQUARE RETIREMENT formerly ICMA-RC, Washington D.C****2017**

## Client Service Specialist

- Provided cross-functional record-keeping and problem-solving assistance to divisional units.
- Leveraged expertise in Recon reporting to successfully process 401, 457, and IRA accounts.
- Provided issue resolution support to clients by researching, analyzing, calculating, and posting accurate changes; processed enrollments, contributions, investment allocations, payouts, beneficiary designations.
- Determined and verified correct operational procedures and detected errors by entering commands and observing system functions to ensure quality assurance.

## Education

### QUANTIC SCHOOL OF BUSINESS

*Masters of Science, AI Engineering, 2026-2027 (Current)*

KnowledgeHut, UpGrad.com

*Data Science Bootcamp, Certificate of Participation, 2024*

### TEXAS McCOMBS SCHOOL OF BUSINESS, UNIVERSITY OF TEXAS AT AUSTIN

*Data Science & Business Analytics Post Graduate Certification (Greater Learning), 2022*

*Artificial Intelligence and Machine Learning: Business Applications Post Graduate Certification, 2023*

### PENNSYLVANIA STATE UNIVERSITY

*Bachelor of Science, Information Science and Technology, 2017*

## Certifications & Training

HTML Essential Training | SQL Course (Ongoing)

PSM 1 Certification Agile Scrum (2019)

Key Graduate School Projects

- **INN Hotels:** Constructed predictive model to analyze booking data and anticipate cancellations | **Key Skills:** EDA, Data Pre-Processing, Logistic regression, Multicollinearity, deter optimal threshold using AUC-ROC curve, Decision trees, Pruning
- **ReCell:** Analyzed price datasets for refurbished devices and used results to inform the creation of a dynamic pricing strategy | **Key Skills:** EDA, Linear Regression, business insights, recommendations.
- **E-news Express:** Conducted statistical analysis, a/b testing, and visualization to determine if new landing page of an online news portal operated effectively to demand new subscribers | **Key Skills:** Hypothesis Testing, a/b testing, Data Visualization, Statistical Inference