

Experienced data analytics professional seeking a position that will more fully immerse me in the data science industry. I am an eager-to-learn individual who is passionate about striving for excellence.

Summary of Qualifications

- Earned Master's degree in Applied Data Science and Google Data Analytic Specialist Certificate
 - Proficient in Python, R, and data visualization tools
 - Proven ability to develop predictive models
 - Extensive experience in data analysis and business intelligence
 - Proficient at identifying, utilizing, and presenting business data to inform leader's on cost saving strategies and improving the customer experience
 - Extensive experience working in a team environment with a solutions and logistics based focus
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Education

Bay Path University, Longmeadow, MA

Master of Applied Data Science, Data Science Specialist Track

July 2024

Springfield College, Springfield, MA

Master of Education in Psychology

December 2017

Bachelor of Science in Psychology, Minor: Philosophy

May 2016

Relevant Work Experience

Cigna Health Insurance, Bloomfield, CT

Business Analyst Advisor

2023-Present

- Developed a call listening and data analysis project that reduced daily transfer call volume by an average of 600+, resulted in an annualized savings of \$500,000+; a project that was one key factor to a business leader's promotion
- Predicted customer renewals using a Random Forest Classification model with customer survey data
- Utilized A/B testing to predict increased call volume based on marketing mailings to customers and providers
- Created Indexes to measure customer Problem Resolution, Information Accessibility, Satisfaction, and Customer Support Representative Performance
- Created a Linear Regression Model to predict/forecast the likelihood of a claim for multiple lines of business
- Created and delivered daily reports for the January to February 2024 time period; monitored daily call categories and reported on anomalous behavior within KPIs to drive interventions to improve caller experience
- Conducted analysis on customer satisfaction surveys to identify driving factors in low and high scoring surveys
- Analyzed and made recommendations regarding Individual and Family Plan(IFP) Interactive Voice Response (IVR)
- Audited, analyzed, and presented the differences and impact of two different customer surveys to business leader's
- Trained colleagues on internal dashboards and how to extract data for more comprehensive analysis
- Led presentations and provided key recommendations to business leader's
- Analyzed and determined interventions to reduce call transfers
- Collaborated among different lines of business/departments to identify and resolve customer and process problems
- Managed quarterly presentations to two lines of business, identifying positive performance and areas of improvement
- Learned new technologies and datasets for business needs including but not limited to Verint, Tableau Dashboards, Knowledge Exchange, OneView (a customer data management system)

Springfield College, Springfield, MA

2017-2018

Admissions Call Center Manager

- Reported tracking analysis to senior level admissions and enrollment management personnel
- Utilized Microsoft Excel to manage call center data and reported to supervisors
- Tracked a wide array of metrics, including total call volume, all levels of prospective student interest (on-campus engagement, website referral/tracking, prospective student enthusiasm)
- Screened, hired, and on boarded staff

- Tracked individual employee performance and provided feedback on efficiency

Chicopee High School, Chicopee, MA, School Social Worker SED Program 2022-2023

- Collected, organized, visualized and presented data on individual student behaviors and Key Performance Indicators; implemented new routines, procedures, and protocols for the program
- Oversaw a substantially separate program for students with severe emotional disabilities and the day-to-day schedules and operations of three teachers and five paraprofessionals
- Conducted crisis intervention for at-risk students and de-escalated high-risk situations

Monson High School, Monson, MA, School Counselor 7-12 2019-2022

- Analyzed data screening of 300+ students for anxiety and depression, interpreted data for level of risk, interpreted data for level of risk, and worked with students, families, and agencies to create treatment plans for long-term support
- Interpreted Psychological Testing data as part of a team to inform student recommendations
- Implemented and streamlined technology in order to collect data, increase efficient communication, and created targeted interventions

Kelly Elementary School, Holyoke, MA, School Counselor PK-3 2018-2019

- Researched and utilized community resources and organizations to pair with families in need
- Utilized demographic data to inform school wide events
- Conducted and interpreted Function Behavioral Analysis, presented findings at meetings, and worked with teachers to implement effective strategies for student management

Master's Level Data Science Coursework and Related Skills

Coursework

- Foundations of Data Science; Probability and Statistical; Statistical Modeling
- Data Mining 1 and 2; Data Exploration and Visualization; Database Systems
- Deep Learning; Text Mining; Case Analysis Capstone

Skills

- **Programming Languages:** Python, R
- **Data Analysis Tools:** Excel, SQL, Tableau, Power BI
- **Machine Learning:** Random Forest, Linear Regression, Neural Networks, A/B Testing
- **Data Management:** Data Mining, Web Scraping, API Integration
- **Communication:** Data Visualization, Presenting Data, Report Writing

Independent Data Science Analysis

Predicting BJJ Match Results

- Scraped the match results for all athletes from <https://www.bjjheroes.com>
- Utilized Python to clean 50,000 records scraped from bjjheroes.com
- Created a Random Forest Classifier to predict match results to 87% accuracy

Financial Analysis - Comparing Inflation to Assets Categories

- Scraped data from <https://fred.stlouisfed.org>
- Compared the impact of inflation (circulating dollars) to increases in income, housing prices, gold, and S&P500

Financial Analysis - Comparing Inflation to Assets Categories

- Scraped data from <https://fred.stlouisfed.org>
- Compared expense patterns as a % of expenses for the lowest and highest quintile earners over 30 years

Recreating the Food Pyramid

- Scraped data from <https://fdc.nal.usda.gov>
- Connected to API to parse nutritional data; compared Tufts Food Compass to nutritional data
- Compared recommended foods against each other based on 100% of RDA of micronutrients