

NAME

TITLE

000-000-0000 / EMAIL / CITY, STATE, ZIP

Profile

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Experience

Front Desk Agent - Marriott Hotel / New York City, New York

Summers 2021, 2022

- Acted as liaison between hotel services and guests
- Maintained a database of available rooms and amenities
- Troubleshoot Computer system as needed

Server - Boston Pizza / New York City, New York

July 2019 – September 2020

- Collected data via orders from customers and entered it into the restaurant database.
- Organized orders by customer request.

Project Experience

Chatbot

- Used Python to create a chatbot for a local business.
- Chatbot designed to answer customer questions based on order status, website navigation, and product information.

Speech Emotion Recognition

- Prototype created in Python using a RAVDESS data set that is able to recognize the emotion used in speech.
- Currently able to correctly name the emotion 75% of the time.

Education

Bachelor of Computer Science – Data Science - University of Waterloo

September 2020 – Ongoing

- GPA 4.0

DEPARTMENT - SCHOOL

May 2009

- GPA: LIST
- AWARD
- AWARD

Skills

Expertise

- Microsoft Excel
- Python
- Customer Relations
- Business Intelligence
- Risk Analysis
- Communication
- Data-Driven Decision Making

Licenses & Accreditations

Licenses Licenses & Accreditations

- Google Data Analytics Certificate
- January 2020 – July 2020