

MONICA MEYER

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EDUCATION

Master of Science in Analytics
University of San Francisco

Expected June 2015

Bachelor of Arts in Mathematics
University of California, Santa Cruz
Overall GPA: 3.5

July 2012

COURSE PROJECTS

Business Location Recommendation

Sep 2014

- Queried Yelp and Zillow APIs and performed exploratory data analysis necessary for project to help businesses decide where to open their next establishment.

Text Classification

July 2014

- Classified movie reviews as positive or negative using Naive Bayes in Python.
- Found most important words in Reuter's articles through term frequency, inverse document frequency on XML files in Python.

WORK EXPERIENCE

Bank of America

Sales and Service Specialist

Dec 2013 - June 2014

Mill Valley, CA

- Promoted due to proven ability to resolve complex service issues and process transactions accurately and efficiently to guarantee customer satisfaction and build customer confidence and trust. Responsible for establishing, retaining and deepening relationships with customers to achieve team sales goals as well as providing proactive sales activities of basic products while referring more complex requests such as mortgages and investment products.

Bank of America

Teller

Aug 2012 - Dec 2013

Mill Valley, CA

- Gained proficiency in retail banking operations, including computing figures, processing transactions with speed and accuracy and building customer loyalty through exceptional customer service. Learned to control large amounts of cash flow, work within established policies, procedures and guidelines and acquired the ability to advise customers on products and services the bank has to offer. Earned a promotion to the position of Sales and Service Specialist.

SKILLS

Programming

Python, R

Protocols & APIs

XML, JSON, REST

Databases

MySQL, PostgreSQL