

Gabriel P. Tiongco

Atlanta, GA • 757.778.2142 • gtiongco97@gatech.edu • <https://www.linkedin.com/in/gabrieltiongco>
U.S. Citizen

OBJECTIVE

Hardworking, collaborative problem solver seeking a full-time position in data analytics and consulting starting Aug 2021

EDUCATION

GEORGIA INSTITUTE OF TECHNOLOGY, College of Engineering

Atlanta, Georgia

B.S. in Industrial and Systems Engineering

Graduating May 2021

- Concentrations: Data Science & Analytics, Economic & Financial Systems
- Certifications: Six Sigma Green Belt (IISE), Lean Green Belt (IISE)
- Study Abroad: Shanghai Jiao Tong University (2019), National University of Singapore (2019)

GPA: 3.50/4.0

EXPERIENCE

DELTA AIR LINES INC.

Atlanta, Georgia

Reservations Continuous Improvement Co-op, Resource Planning Team

Aug 2019 – Dec 2019

- Eliminated 6% of labor costs associated with a tri-annual employee shift bid by automating its data summary process
- Developed reliability dashboard that provides management with real-time attendance metrics of over 5,000 employees
- Analyzed 12 months of call performance data to evaluate 2019's operational efficiency and forecast 2020 call volume

Reservations Continuous Improvement Co-op, Tools & Technology Team

Jan 2019 – May 2019

- Piloted digital transformation of the work from home model for 15% of labor force in Delta's Minneapolis call center
- Conducted sentiment analysis on over 2.5K employee tech surveys & used insights to suggest action items at VP level
- Identified 7 pain points in user experience of Delta's call recording software & communicated feedback to developers

NANOLUMENS INC.

Norcross, Georgia

Process Engineering Co-op, Production Department

Aug 2017 – Dec 2017

- Employed Lean 6S manufacturing practices to optimize production floor procedures and increase throughput by 5%
- Reduced product testing failures by 8% through introducing Quality Alerts communication system to production floor

PROJECTS

GEORGIA INSTITUTE OF TECHNOLOGY

Atlanta, Georgia

MLB Sports Analytics, CX 4240 Final Project

Jan 2020 – Apr 2020

- Leveraged machine learning to create 2 predictive analytics tools & build strategic value for all 30 MLB team owners
- Optimized our regression model to forecast 2019 MLB season at 97% accuracy with just 8 factors and 4 years of data
- Created unsupervised learning model that identified the MLB playoff's "Final Four" with 96% accuracy for 5 seasons

LEADERSHIP

GEORGIA INSTITUTE OF TECHNOLOGY

Atlanta, Georgia

Co-Director of Training & Leadership, FASET New Student Orientation

Oct 2017 – Aug 2018

- Led a team of 84 Orientation Leaders and trained them to serve over 4,500 incoming students attending Georgia Tech
- Created the staff training curriculum, organized a weekend retreat, and oversaw 26 days of New Student Orientation
- Mentored a group of nine staff members to develop their teamwork skills and cultivate strong work relationships

Residential Advisor, Department of Housing and Residence Life

Aug 2017 – May 2018

- Oversaw 34 first-year student residents to ensure academic success, diversity acceptance, safety, and personal growth
- Planned floor events to engage residents and build community while serving as a resource for campus information

SKILLS/INTERESTS

Software: Tableau, Excel, SQL, Hyperion, R, Python, CPLEX, Simio, VBA, Microsoft Office Suite

Affiliations: Pi Kappa Phi Iota Chapter, Institute of Industrial and Systems Engineers (IISE)

Awards: Faculty Honors (2016), Dean's List (2018 – 2020), FASET Orientation Master Leader Award

Volunteer: Open Hand Atlanta, GT Campus Kitchens, The Ability Experience (Camp Twin Lakes)

Interests: NBA Basketball, Filipino Cuisine, Atlanta Quest Indoor Drumline, TED Talks, Travel