

Sha-kym Nelson
Atlanta, Georgia 30308
(470) 461-6293, nshakym2@gmail.com
<https://www.linkedin.com/in/shakymnelson/>

A Computer Information Systems Grad Student with less than a year of experience in Data Analytics seeking job opportunities.

EDUCATION

Georgia State University, J. Mack Robinson College of Business Atlanta, Georgia **August 2018 - August 2020**

Bachelor of Business Administration in Computer Information Systems

Overall GPA: 3.31

Relevant Courses: Unstructured Data Management, Data Programming, Big Data Analytics

Dean's List and Other Honors: February 2019

Academic Scholarships and Awards: GSU Foundation Scholarship Recipient 2019

University of West Georgia, Richards College of Business Carrollton, Georgia **August 2016 – May 2018**

Bachelor of Business Administration in Management Information Systems

Overall GPA: 3.55

Relevant Courses: Introduction to Information Systems, Management of Information Systems

Dean's List and Other Honors: February 2018

SKILLS/CERTIFICATIONS

Computer: Excel, Word, PowerPoint, Project, Google Drive, Oracle, Database, Analysis

Technical : R, SQL, NoSQL, Python, Java, JavaScript, Oracle, MySQL

Certification in Richards College of Business Leadership Academy Spring 2017

ACADEMIC EXPERIENCE

Unstructured Data Management

- Conducted an IT Project using web crawling methods, reg expressions, Non-SQL to develop real-world data analysis on COVID-19 cases, deaths, and dates of documentations using R studio.
- Operated web applications for user input for login with email address and password and translate HTML and XML languages into R programming.
- Performed Data cleaning, sorting, processing, and rearrangement with NumPy, Python, and R programming language.

Data Programming

- Created a program to input user applying if statements, loops, and computation methods in Python/R language.
- Developed an animated program to graphically represent algorithms embedded in website built using HTML and JavaScript language.
- Developed programs to perform time, monetary, and financial functions using NumPy Arrays, NumPy slices, and Panda Data Frames and Data Series with NumPy language in Juniper Notebook.

LEADERSHIP AND HONORS

- MAP Academic Achievement Award **Spring 2018 - Spring 2017**
- Management Information Systems Club Member **Fall 2018 – Spring 2016**
Worked in team of 4 to consult with 50 IT professionals in a batch of 150 students to resolve business cases for large companies.

WORK EXPERIENCE

Grubhub/Uber **Atlanta, Georgia**

Delivery Driver/Uber Driver **June 2020 –Now**

- Perform daily round trips that average between 15 – 20 per day and excellent customer service for all diners, customers, and company partners.
- Ensure the vehicle is well maintained and there is sufficient battery life in the work cell phone and required equipment to help increase work productivity by 30%.
- Operated specialty orders for CEOs, Executives, Restaurant-Owners with the lowest delivery time and over 1,000 deliveries within the 3-month period.

II&T Staff

Data Security Analyst Intern **Atlanta, Georgia**

January 2020 – August 2020

- Consulted with team members for weekly team meetings through Zoom Call, MS Team, and in-person meetings to discuss phases for a GSU floor plan 3D model application development project.
- Created weekly activity reports, rapport reports using SOC material database analytics and client evaluation form to increase communication between team and client by 20% based on collected data from SQL Database.
- Operated biweekly onsite Security Operation Center visits to get visual representations to develop a 3D floor plan application and a bill of materials to enhance the client's rational decision-making process to build a new security department.

Walgreens
Customer Service Associate

Atlanta, Georgia
April 2019 – March 2020

- Conducted cash flow handling processes which deal with about \$2,000 of daily revenue and manage weekly stock levels of over 500 store items on shelves.
- Managed daily interactions with about 100 in-store customers and maintained long term customer relationships.
- Operated the point of sales system to help increase business productivity by 10% within three months.

Kaiser Permanente
Assistant IT Front Desk Admin

Atlanta, Georgia
March 2018 – May 2019

- Answer all in-coming business calls and fill out daily reports for the security officers' inventory check system.
- Continuously monitor and operate Front desk security while maintaining highly effective communication with other security guards.
- Operated visitor check-in inside Irby Apartment Building to follow proper safety measures under property management rules and regulations.
- Received scheduled and on-call, dispatch service calls as assigned, and ensured a prompt response on an administrative system.

ADDITIONAL INFORMATION

- **Languages:** Spanish
- **Interest:** Fashion, Photography, Cooking, Music (R&B and Hip-Hop), Art, Comedy Films, Action Movies, Social Events
- **Additional:** Customer Service, Operations, Time Management, Leadership, Delivery Driving