Bruce A. Lee

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Objective:

Hello, I'm Bruce. I have 3 years' experience in cloud & data pipeline management within Education Technology spaces using AWS, SQL, and Python. I'm looking for a role within an organization to which I can actively contribute to their data practice and refine it to best practices through iteration and collaboration.

Skills:

SQL, Excel, Python, Tableau, Salesforce, AWS Athena, AWS Redshift, Git, dbt

Experience:

Freelance   **10/2022 — Present**
Data Analytics Consultant:
- Employs SQL for data transformation and aggregation, along with Python (pandas, polars) for the construction of ETL pipeline frameworks and to facilitate API migrations for schools leveraging 3rd party services.
- Gathers requirements and leverages data to capture the appropriate messaging for stakeholder needs via custom reporting (Tableau dashboards, charts made via seaborn, plotly, plotnine)
- Establishes touchpoints with in-network leads to aid in data modeling projects for school districts, using dbt as a proof of concept.

Branching Minds   **7/2021 — 10/2022**
Data Integration Manager:
- Developed routine and ad-hoc reporting for school district and internal staff via the org's proprietary PostgreSQL database and AWS Redshift that aided management in pinpointing deficits in teacher usage and student outcomes.
- Automated data imports from 3rd party vendor APIs using in-house built ingestion tools and Python, leading to vastly improved turnaround times for school district leaders.
- Utilized AWS Athena to manage large datasets (of over one million rows), optimizing data retrieval through efficient querying.
- Trained internal staff on how to best use organizational data resources, how to handle PII, and how to approach conversations about data with school district leaders.

Vocabulary.com   **8/2019 — 5/2021**
Customer Success Manager:
- Championed customer success through initiative-taking engagement and personalized solutions, utilizing NPS Surveys, Salesforce for customer management and Zendesk for efficient ticket resolution to help mitigate churn.
- Built KPIs via Salesforce and Tableau integration to capture the voice of the customer, aiding in solutions that sought to improve client satisfaction and product iteration.
- Sustained a 98% satisfaction rating across the East Coast and international markets—expertly conveyed technical solutions and troubleshooting to a diverse customer base.

AMI Kids Inc.   **8/2018 — 6/2019**
Vocational Data Analyst:
- Oversaw data analysis and delivered KPIs via Excel for a federally funded program, managing 3,000+ participants.
- Assisted in compiling data for compliance reporting to the DOE, DJJ and DOL to ensure continued funding.
- Provided insights across 21 Southeastern U.S. sites using Excel as the primary tool for strategic fund allocation.

Education:

University of Central Florida

- Statistics, BA