

Rachel Jeune-Gens

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EDUCATION

Florida State University

Bachelor of Science in Information Technology

Tallahassee, FL

Expected May 2025

Relevant Coursework: Data Mining and Analytics, Database Concepts, Web Application Development, Information Systems and Services, Research and Data Analysis in Information Technology, Information Security, IT Professionals

WORK EXPERIENCE

LOWES HOME IMPROVEMENT

Customer Service - Cashier

Tallahassee, FL

Oct 2024 – Current

- Provided excellent customer service by handling transactions efficiently while maintaining customer satisfaction levels and resolving inquiries.
- Collaborated with team members to manage high-volume periods and provide seamless service during peak hours

BLOOMBERG SUMMER SCHOOL

Apprenticeship for Data Structure & Algorithm

Tallahassee, FL

June 2023 – July 2023

- Selected for Bloomberg's prestigious summer program, receiving mentorship and hands-on training from experienced engineers.
- Gained expertise in data structures and algorithms, enhancing problem-solving skills and coding efficiency.

QUAY AUSTRALIA

Sales Associate

Miami, FL

June 2023 - Aug 2023

- Increased sales by over 10% of the target through product knowledge and analyzing product performances.
- Delivered tailored eyewear to over 50 customers weekly, enhancing client satisfaction levels and achieving a noticeable increase in repeat purchases.

UNIVERSITY PROJECTS

Meta Project | Figma

- Led a university project, focused on enhancing the accessibility and usability of Instagram Shopping features for shoppers and businesses through innovative solutions like Visa Pay
- Designed a functional prototype on Figma showcasing streamlined Visa Pay integration, emphasizing ease of use, environmental sustainability, and improved accessibility for a broader range of users.
- Conducted extensive user research, including focus groups and surveys, to evaluate how users interact with Instagram's shopping tools and identify opportunities for improvement.

Prediction Model | Orange 3, Weka

- Developed a predictive model using Orange 3 and Weka to analyze Airbnb pricing dynamics in New York City utilizing a dataset of 48,000 listings.
- Created visualizations including box plots and scatter plots to uncover insights, trends, and inconsistencies in pricing across neighborhoods and property types.
- Gained proficiency in data visualization tools and predictive modeling, applying technical skills to generate actionable insights from large datasets.

Employee Database | SQL

- Developed a user-friendly database to streamline the management of employees, department operations, and project assignments.
- Utilized SQL to implement relationships such as one-to-many (division to department, department to employees) and many-to-many (employees to projects).
- Created SQL queries to manage and retrieve data, including employee details, department assignments, and project participation metrics.

ACTIVITIES

COLORSTACK

Member

BLACKS IN COMPUTING

Member

WOMEN IN COMPUTER SCIENCE.

Member

ADDITIONAL

Technical Skills: MYSQL, JavaScript, HTML/CSS, Python, SSH, Linux, Figma, Microsoft Office (Word, Excel, PowerPoint)

Certifications & Training: Intro to Cybersecurity