Raphael Rivers

Technical Analyst

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PROFESSIONAL SUMMARY

Experienced Data Operations and Technical Support Analyst with a strong background in problem-solving, customer service, and issue resolution. Skilled in supporting development processes, optimizing workflows, and managing data operations to ensure accuracy and reliability. Adept at collaborating with engineering teams on web and mobile platforms, driving process improvements, and implementing automation that reduces discrepancies and support ticket volume. Proven success in enhancing customer experience, ensuring resolution of incidents, and streamlining processes for greater efficiency.

WORK EXPERIENCE

Sigma Digital LLC • Langhorne, PA • 08/2024 - 08/2025
Data Operations Analyst   Part-time

- Implemented automated data transformation and validation processes, reducing analytical errors by 20% within 3 months, ensuring reliable dashboards and data models.
- Identified, review, and reported recurring data issues, enabling developers to implement targeted solutions that improved pipeline reliability.
- Collaborate with supporting teams to implement a centralized knowledge base, which improved issue resolution efficiency and empowered team members to provide faster support.
- Participated in the development cycle with cross-functional teams, leading to the identification of key user issues and implementation of 5 impactful platform enhancements within 3 months.

Partna Digital Solutions LLC • Portland, OR • 06/2021 - 08/2024
Technical Support Analyst

- Resolved product issues by clarifying member concerns and implementing effective solutions, enhancing user satisfaction within 2 months.
- Acted as the primary point of contact for messaging support, effectively addressing report generation failures and improving user satisfaction by implementing streamlined solutions within 6 weeks.
- Escalated malware and phishing attempts, critical bugs to developers, tracked resolution progress, and communicated updates to affected stakeholders.
- Created tech support FAQs and step-by-step documentation to improve customer service experience, reducing support ticket volume by 25%.

Micro Systems Engineering, Inc. • Lake Oswego, OR • 08/2019 - 09/2021
Specialist 3 - LMS Administrator

- Applied Excel data analytics to identify growth strategies for LMS potential issues and training coordination, resulting in a 20% increase in member engagement within 6 months through targeted recommendations.

- Provided daily technical and operational support for employees using the Learning Management System (LMS), addressing login issues, training record errors, and system navigation questions.
- Monitored user feedback to identify trends, enabling the product team to prioritize feature requests and workflow enhancements.
- Collaborated with HR, training, and IT teams to escalate system bugs and deliver timely fixes.

EDUCATION

Business Analytics (Master's degree)

Grand Canyon University • Phoenix, AZ • GPA: 3.98 • 06/2024 - 11/2025

Business Information Systems (Bachelor's degree)

Grand Canyon University • Phoenix, AZ • GPA: 3.90 • 08/2021 - 06/2024

Five times Deans Honor list

Business Administration (Associate of Business)

Tarrant County College • Fort Worth, TX • 09/2018 - 08/2020

- Honor List Fall 2018
- Certificate of Recognition for Academic Achievement

CERTIFICATIONS

Python Programming for Data Science • 03/2024 - Present
Credential: https://app.dataquest.io/verify_cert/SCYMBHOY2YLKA24C8BN2/

Google Data Analytics • 06/2023 - Present
Credential: https://coursera.org/verify/professional-cert/62BRVZ2PX954

Programming with Python - MITx • 03/2022 - Present
Credential: https://courses.edx.org/certificates/90335d9b2b8b4e0aa8d2b368699615c9

AWARDS & SCHOLARSHIPS

Award for Scholarship, Leadership and Service • 02/2023
The National Society of Collegiate Scholars

PROJECTS

Salary ML Prediction App • 06/2025 - Present

Built a streamlined and interactive salary prediction application using Python and Streamlit. This tool estimates a developer's potential salary based on country, education level, and years of professional experience by leveraging a pre-trained regression model serialized via pickle. Users can easily input their details through a clean UI, with real-time predictions rendered instantly. The app applies label encoding for categorical inputs and delivers insights in a fast, engaging interface, ideal for exploring 2025 developer salary trends across geographies.

https://github.com/RaphRivers/Salary-Prediction-Machine-Learning-Model-App/blob/main/README.md

Predicting Customer Churn • 07/2024 - 08/2024

PPG / University of Pittsburg

Developed a predictive modeling project using call center data to forecast customer churn, applying Python (Pandas, NumPy, Scikit-learn, Matplotlib) for data preprocessing, exploratory data analysis (EDA), and feature engineering. Built and evaluated multiple machine learning models, with the best achieving a ROC-AUC score of 0.68, identifying key predictors such as call usage patterns and PCA-based clusters. The project demonstrated how data-driven insights can guide proactive retention strategies and improve customer satisfaction.

https://raphaelrivers.com/portfolio-item/how-to-predict-customer-churn-attrition-using-call-center-data/

SKILLS

Account Protection), Chat Support, Communication & Interpersonal Skills, Creative Problem Solving, Cross-Team Collaboration, Customer Support (Phone, Data Integrity & Reporting, Email Support, Incident Tracking & Escalation, Product Knowledge Management, Security Awareness (Spam, Technical Troubleshooting (Web & Mobile Apps), User Training & Documentation

Tools & Platforms: AWS S3, Azure ML & Pipelines, Freshworks, GA4, Git/GitHub, Hubspot, Jira/Confluence, Microsoft Excel, Microsoft PowerPoint, Power BI, Power Query, Python (Pandas, NumPy, Matplotlib), Tableau, Zoho desk