

**Eli Hanna**  
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## EDUCATION

### **Bachelor of Science, Software Engineering**

Arizona State University  
Magna Cum Laude - 3.76 GPA

## SKILLS

### **Programming**

- Java, Python (including NumPy, Pandas, and Scikit-learn), C++, SQL
- Competence in software engineering fundamentals including: data structures, algorithm design & analysis, and system design

### **Operating Systems**

- Windows, Linux, macOS

### **Additional Software**

- Tableau

## EXPERIENCE

### **Starbucks Coffee Company**

#### *decision scientist*

Aug 2018–Present

- Implement machine learning algorithms to detect internal theft
- Utilize data to show quantifiable hypotheses to improve theft detection
- Extract data from various sources including databases, APIs, web services, and text files
- Perform exploratory data analysis
- Evangelize best practices in data analytics among peers and stakeholders
- Provide training and mentorship to junior data analysts

#### *business systems analyst sr*

Feb 2017–Aug 2018

- Developed comprehensive reporting strategy
- Designed, developed, and deployed interactive Tableau dashboards, enabling leadership to make data-driven decisions
- Performed requirements engineering for several large software projects
- Automated data acquisition, preparation, and analysis using Python scripts

#### *business systems analyst*

Apr 2015– Feb 2017

- Developed KPIs and dashboard reporting to support department strategic objectives
- Performed process analysis and engineering to identify and improve department inefficiencies
- Designed testing scripts for new and upgraded systems

#### *partner & asset protection data analyst*

Nov 2012– Apr 2015

- Analyzed internal and industry tools to identify and prevent credit card fraud
- Acted as point of contact for various department tools. Successfully developed, tested, and implemented new fraud screening rules
- Worked with cross-functional teams to document and improve existing tools and processes
- Provided training to new team members