

# Saafir Hale

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<https://saafirhale.github.io/AnalyticsPortfolio/>

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## Data Analyst

Passionate professional with a track record in identifying project efficiencies, seeking to start my career as a Data Analyst. Completed two data analytics certifications in 6 months, excelling in data management, analysis, and multiple programming languages. From 2021 to 2023, engineered LLM prompts to increase data findings by 40%.

## WORK EXPERIENCE

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### **Symphona** • 08/2024 – Present

#### **IT Internship** • Internship

- Configured and migrated more than 50 companies and network data from Auvik to CloudRadial.
- Created and scheduled daily and weekly reports in CloudRadial for SentinelOne, BackupRadar, BrightGauge OS Patch Compliance, and Cisco OpenDNS.
- Integrated Google Workspace Applications and Single Sign-On for Users in CloudRadial.
- Completed daily backup server checks for Symphona VIP clients.
- Visited multiple client sites to map servers, APs, and firewalls and installed RMM agents and user setups.

### **Self-Directed Learning** • 01/2021 – Present

#### **Skill Development**

- Created 6,000+ images using Midjourney, Dall-E, Stable Diffusion, CLIP+VQGAN for NFT-based projects on OpenSea, Objkt, and Foundation.
- Developed and maintained a Shopify store and turned AI artworks into products, whilst utilizing LLMs to increase shop visits by 77% in 6 months.
- Completed two capstones to obtain the Google Data Analytics Professional Certification in 4 months.
- Utilized Python, SQL, R, Tableau, and LLMs to complete personal projects that showcased my learning and experience.

## EDUCATION

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### **Bachelor of Science – BS in Cybersecurity and Information Assurance**

**Western Governors University** • 10/2023 – Present

### **High School Diploma**

**Penn Foster Group** • 06/2018

## CERTIFICATIONS

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### **Google Data Analytics Professional by Google** • 04/2022

Coursera

### **Sports Performance Analytics by University of Michigan** • 04/2022

Coursera

## PROJECTS

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### **NHL Outcome Prediction Model (University of Michigan - Sports Performance Analytics) •**

04/2022

Used Pandas, NumPy, and SciKit-Learn to split the 2017 NHL data into training and test datasets. Built a prediction model using SciKit-Learn's GridSearchCV and DecisionTreeClassifier. The model created had an accuracy score of 53.1 % in predicting the game outcome of the 2017 NHL season.

### **Bellabeat Fitness Tracker (Google Data Analytics Professional Certificate) • 04/2022**

Imported hundreds of thousands of data to analyze the relationships from tracking data. Used R to clean, analyze trends, and design visualizations. Translated data into actionable questions, i.e. Do daily steps affect sedentary time?

### **Cyclistic Bikeshare (Google Data Analytics Professional Certificate) • 03/2022**

Analyzed 12 months of data to gain actionable insights on users. Utilized Excel and R for data cleaning and data visualization. Successfully discovered repetitive user habits and daily usage, for Cyclistic subscription to shift bike share memberships.

### **Covid-19 Data Exploration • 02/2022**

Collected millions of global Covid-19 data from a verified data source. Analyzed and formatted data in Microsoft SQL Server and Excel. Utilized Tableau to create a global Covid-19 dashboard.

### **Fetch App (ServiceNow Developer) • 11/2019**

Used the ServiceNow GlideAjax API to create an application called Fetch. The Fetch app allowed pet adoption centers to automate the pet adoption request process. Created two tables, one for dogs to be adopted and the other for adoption centers. Also created UI pages for both tables. Utilized JavaScript in ServiceNow Script Includes to create new dog records, send email notifications after UI action events, form user prompts for user information, and automate response follow-ups.

### **Rotten Potatoes on Game Reviews (ServiceNow Administrator) • 09/2019**

Configured and imported databases on the ServiceNow Platform for Rotten Potatoes on Game Reviews. Customized the layout of the form and list tables of both Reviews and Games. Curated an Administration Group for Reviewers, and automated Game Review approvals with a custom workflow. Setup Business Rules, UI Policies, and UI Actions for Rotten Potatoes Reviews.

## SKILLS

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Angular, Artificial Intelligence, ChatGPT, CloudRadial, Data Science, Exploratory Data Analysis, GlideAjax API, Google GenAI Studio, Google Vertex AI, GridSearchCV, HTML, JavaScript, Large Language Models (LLM), Microsoft Excel, Microsoft Office, Microsoft SQL Server, Midjourney, Mimecast, Pandas (Software), Powerpoint, Python, R, RMM, RStudio, ServiceNow, SQL, Stable Diffusion, Strategy, Tableau