LUKE CAETANO COSTA

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INFORMATION & DATA SCIENCE

As a detail-oriented Management Information Systems (MIS) major with a strong foundation in economics, seeking opportunities to apply technical expertise in data analysis, systems management, and customer relations. With hands-on experience in Python, Pandas, and project management, along with leadership roles in customer service and community service, aiming to contribute to innovative business solutions that drive operational efficiency and enhance customer satisfaction

- **Communication/Collaboration**
- **Database Management**
- **Java/JavaScript**
- **Statistics Analysis**
- **SQL**
- **Information Technology**

EDUCATION

BA Business Administration, Management Information Systems   August 2024 - May 2026
San Jose State University, San Jose, CA, 3.9 GPA
- Relevant Course Work: Fundamentals of Management Information Sciences, Database Management Systems
- Developed proficiency in systems analysis, database management, and business process optimization through hands-on projects
- Integrated business and technology concepts to create solutions improve organizational efficiency and innovation

AA Economics   August 2022 - May 2024
Evergreen Valley College, San Jose, CA, 3.8 GPA
- Relevant Coursework: Micro & Macro Economics, Intro Computer Information Technology, Intro to Python, Statistics
- Gained a strong foundation in micro and macroeconomic principles, including market structures, supply and demand, and economic policy
- Conducted research on impact of fiscal and monetary policy on local and national economies
- Gained proficiency in database management, including designing, querying, and optimizing relational databases using SQL

PROJECT EXPERIENCE

Fantasy Football Projection Model, Intro Python Programming   February 2023 - May 2023
- Utilized Pandas to load, clean, and preprocess historical fantasy football data, ensuring accurate player performance statistics were used in statistical calculations of over 300 relevant players
- Designed a predictive Python model uses past data to forecast fantasy football outcomes
- Achieved a 23% improvement in accuracy compared to traditional ranking systems by refining the ELO algorithm

WORK EXPERIENCE

Lead Customer Service Representative, Sousa Painting & Maverick Painting, San Jose, CA   June 2022 - Present
- Leading a workforce of over 60 painters towards resolving customer issues and construction demands
- Streamlining communication between clients and internal teams, ensuring timely completion of projects within 2 weeks of notice
- Training and mentoring new hires, contributing to a more effective and cohesive team environment
- Managing client accounts valued at over $500,000 annually

EXTRA CURRICULAR ACTIVITIES

1st Chair Percussionist, Portuguese Band of San Jose, San Jose, CA   August 2010 - Present
- Played a key role in planning and executing percussion parts during concerts, competitions, and community events
- Mentored and coached 8 younger or less experienced percussionists in techniques and performance practices
- Organized section rehearsals, leading to consistent improvements in performance scores and group cohesion
- Took responsibility for tuning and maintaining over 17 instruments, ensuring readiness for performances

Board Member, Portuguese Band of San Jose, San Jose CA   May 2022 - Present
- Directed and managed community outreach projects impacting over 3,000 individuals annually
- Collaborated closely with a diverse board of 19 members to strategize and implement large-scale service initiatives
- Spearheaded volunteer recruitment and engagement, increasing volunteer participation by 14% over 2 years years

Check out this job at Oracle: https://www.linkedin.com/jobs/view/4012052427