Kiana-Alize Diaz

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EDUCATION

COOP Careers - Data Analytics Fellowship **Dec. 2025**
- Engaged in a 16-week fellowship program, acquiring expertise in data cleaning, analysis, and visualization using Excel (VLookup, Pivot Tables), SQL, Python, and Tableau, alongside professional development

University of Sydney | Sydney, Australia **Sept. 2025**
PostGraduate Certificate in Data Analytics | Master's Program | WAM: 82.5 Distinction

University of Florida | Gainesville, FL, USA **May 2024**
Master of International Business
- University of New South Wales | Business School | Exchange Program | Australia | Aug. - Dec. 2023

B.S. in Computer Science Engineering **Dec. 2022**

CERTIFICATIONS & SKILLS

Technical Skills: Python, MySQL, PostgreSQL, R, Git, Linux, C++, Java, PowerBI, Tableau
Certifications: Google Data Analytics Professional Certificate (Coursera)

TECHNICAL PROJECTS

Digital Marketing Audience Analysis (COOP Careers) **Nov. 2025**
- Collaborated cross-functionally with four specialized teams to deliver a full-funnel digital marketing analysis and final presentation for a simulated client campaign
- Analyzed multi-channel advertising data to quantify audience performance and segment high-value customers, delivering insights that improved conversion pathways and guided campaign optimizations to maximize ROI

Qantas' Operations Recommendation EDA: Sunshine Coast (University of Sydney) **Mar. 2025**
- Analyzed regional flight schedule data and competitor presence to uncover demand patterns and expansion feasibility for Sunshine Coast Airport for a R programming course
- Delivered data-driven recommendations visualizations, enabling Qantas to assess route profitability and align expansion with operational efficiency goals

PROFESSIONAL & TECHNICAL EXPERIENCE

Belroy Hotel | Sonenco Group **Aug. 2024 - Present**
Food & Beverage Supervisor (Acting Manager)
- Oversee daily venue operations and closing procedures, including cash reconciliation and resolution of operational issues
- Liaise between customers, kitchen, and management to resolve service concerns, support staff on operational procedures, and maintain efficient operations and service standards.

DentaVision **Feb. 2024 - Sept. 2024**
Billing & Data Analyst Intern *Sydney, Australia*
- Identified discrepancies in billing cycles, contributing to the recovery of over $500,000 in client debt
- Streamlined Excel invoicing accuracy by cleaning 1,000+ rows of payment data and uncovering overdue client balances

FLECKS | Learn Dialogue Lab, UF **Jan. 2021 – Aug. 2021**
Data Analysis Research Assistant *Gainesville, FL*
- Enhanced intelligent agent features for an educational program by integrating cleaned audio with collaboration datasets, and supporting research published in ACM SIGCSE proceedings
- Developed a Python script for transcribing and cleaning audio data, improving transcription accuracy by 20% and reducing
- downstream data-processing errors