

# Bryan Zamora

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## Education

Bachelor of Arts, Concordia College, Moorhead, MN.

Exp: December 2025

**Double Major** in Computer Science (Data Analytics) and Environmental Studies (Sustainability).

## Experience

**Digital Innovation Intern**, Doosan Bobcat, Fargo, ND

01/2025 - Present

- Collaborate with cross-functional teams to identify, troubleshoot, and resolve issues in existing reporting systems, ensuring data accuracy and continuous improvement in operational support.
- Support system users by creating and maintaining documentation for dashboards and data models, enhancing user understanding and streamlining internal workflows.
- Develop and refine data visualizations and reports using SQL, AWS Redshift, and QuickSight to provide business-critical insights and support informed decision-making aligned with enterprise systems.

**Student Manager**, ITS Solution Center at Concordia College, Moorhead, MN

08/2024 - Present

- Assist in troubleshooting and documenting IT system issues reported by users, ensuring timely resolution and improving overall support efficiency.
- Develop and maintain internal documentation and reports to track incidents, corrective actions, and recurring technical issues, aligning with system support best practices.
- Collaborate with IT staff and campus departments to analyze and support case trends, optimize workflows, and support continuous improvement of operational systems and user training.

**Climate Data Intern**, Sustainability Office at Concordia College, Moorhead, MN

08/2023 – Present

- Analyzed and organized system-generated data from campus facilities to identify operational trends, supporting actionable insights for system efficiency and sustainability reporting.
- Developed documentation and reporting processes to enhance data accuracy, streamline information sharing, and support cross-departmental collaboration.
- Created dashboards and visualizations to improve system performance tracking, troubleshoot inefficiencies, and assist functional leads in data-driven decision-making.

**Mobile Expert at T-Mobile**, Technology Connecting Customers Wireless, South Fargo, ND

04/2023 - 07/2023

- Troubleshoot technical and service issues by engaging directly with end users, documenting incidents, and contributing to the improvement of support processes and system workflows.
- Created clear documentation of customer interactions and issue resolutions to support knowledge sharing and enhance system response strategies.
- Collaborated with diverse teams and utilized bilingual communication skills to deliver user support, analyzed trends in service requests, and informed continuous process improvements.

## Projects

**Fargo-Moorhead Housing Pricing | Shiny App – Predictive Modeling – Database Management**

[GitHub Repository](#)

- Planned, designed, and developed an interactive Shiny app to predict housing prices in the Fargo-Moorhead area using real estate data from GitHub repositories.
- Built a predictive model for sold prices with R's "caret", optimizing variable selection and visualizing model performance metrics in a dynamic user interface.
- Utilized DuckDB for efficient querying of large datasets and "renv" for managing project dependencies, ensuring reproducibility.
- Deployed the app via GitHub Pages, providing a user-friendly platform for exploring pricing trends with dynamic filtering and data visualization capabilities.

**New York Traffic Crashes Casualties | Data Cleaning - Data Visualization - Predictive Modeling**

[GitHub Repository](#)

- Developed and implemented predictive models using logistic regression, Naïve Bayes, and k-Nearest Neighbors (k-NN) to classify traffic crashes and estimate casualty risks, improving data-driven decision-making.
- Performed data cleaning and feature engineering in RStudio (dplyr, stringr, fastDummies), transforming raw crash data into structured insights, including categorical variables for time of day, seasonality, and crash contributing factors.

- Visualized crash patterns and model performance using ggplot2, pROC, and caret, generating dashboards and spatial analyses to identify high-risk crash locations and key contributing factors.

## Skills

- **Languages & Querying:** SQL, R, Python
- **Data Visualization & Reporting:** Power BI, Tableau, AWS QuickSight, ggplot2, matplotlib, seaborn
- **Data Analysis & Modeling:** pandas, NumPy, dplyr, tidyr, DuckDB, scikit-learn, forecast
- **Database & Cloud Tools:** SQL Server Management Studio (SSMS), AWS Redshift, RStudio, ArcGIS Pro
- **Technical & Soft Skills:** Data Visualization, Reporting Automation, Data Integrity, Analytical Problem-Solving, Stakeholder Communication, Microsoft Excel (Pivot Tables, VLOOKUP, Charts)

## Leadership and Programs

**Treasurer**, Latinx Organization for Achievement 08/2022 – 04/2023

- Analyzed and organized financial data to manage the organization's budget, track expenses, and ensure data integrity in financial reporting.
- Created financial reports and visualizations to enhance transparency, supporting data-driven decision-making for event funding and resource allocation.
- Enhanced reporting processes by collaborating with leadership to optimize budget planning and align financial strategies with organizational goals.

**International Community Representative**, Student Government Association 08/2023 – 05/2024

- Collected and analyzed student feedback data to identify trends and advocate for data-driven policy decisions that support international students.
- Created reports and presented insights on student concerns, enhancing transparency and improving engagement strategies.
- Collaborated with stakeholders to develop data-informed solutions, promoting cultural inclusivity and improving student support initiatives.