Nicholas Van Bergen [LinkedIn](#) |[Project Portfolio](#)

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Summary:

Data Analyst with deep expertise in Python, SQL, and data management, specializing in Natural Language Processing and converting complex datasets into strategic assets and actionable insights in FinTech. Committed to driving your team's success with cutting-edge analytics, data stewardship, and insightful solutions.

Core Technical Competencies:

- Programming/Scripting Languages: **Python**, **SQL**, XML, Markdown, YAML
- Data Visualization Tools: **Tableau** - training in progress, Matplotlib, Seaborn
- Cloud Environments: **AWS** (Amazon Web Services) - training in progress
- Natural Language Processing (NLP) areas of interest: Sentiment Analysis, Named Entity Recognition (NER), Topic Modeling, Text Classification, TF-IDF, BERT, VADER
- Data Management Platforms: Collibra Data Catalog
- Other Tools: Jupyter Notebooks, VS Code, Spyder, Microsoft Office, ChatGPT, GitHub Copilot, GitHub, Git, Microsoft CoPilot, JIRA, Confluence, Alteryx

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Certifications and Licenses:
Data Science Immersive 2021
Certified Investment Manager Analyst (CIMA® inactive)

Professional Experience:
Data Management Analyst, Metadata
Personal Investor Data Strategy, Vanguard   *May 2022 – Jul 2024*

- Developed and deployed Python scripts using VS Code, which automates the analysis of business metadata for critical deficits, streamlining processes and resulting in a savings of 10 hours per week. This script, along with all scripting work, was developed and presented in Jupyter Notebooks, exemplifying best practices in code documentation and sharing.
- Actively researched deconstructing Tableau workbooks for representation in a metadata state, markedly improving governance over data visualization and saving significant time in several key process areas.
- Played a key role in the development and implementation of data projects, working closely with internal and external partners to define requirements and deliver expected outcomes, thereby reinforcing data as a trusted asset for informed decision-making.
- Served as a vital point of contact for data inquiries, demonstrating deep knowledge of data sets, data storage systems, and operational processes, and ensuring data accuracy and completeness across systems.
- Orchestrated cross-functional collaborations to refine data workflows and integrate cutting-edge technologies, markedly improving team productivity and data quality.

Data Science Fellow   *December 2021 – May 2022*
General Assembly, Phoenix, Arizona

- Engaged in an intensive, project-based learning environment to master the fundamentals and advanced techniques of data science, focusing on Python, SQL, and statistical analysis to uncover actionable insights from data.

- Utilized Jupyter Notebooks for scripting, analysis, and visualization, ensuring transparent and reproducible research methodologies.
- Collaborated with fellow data scientists and mentors to refine data collection, cleaning, and analysis techniques, resulting in enhanced model accuracy and efficiency in data-driven decision-making processes.
- Contributed to a collaborative learning environment by sharing insights and techniques on the application of data science in various industries, preparing for the evolving demands of the tech landscape.

Customer Relations Analyst *September 2017 – September 2021*
American Airlines*,* Tempe, Arizona

- Implemented technology-led initiatives, significantly cutting complaint resolution times by 20% annually, thereby elevating customer satisfaction levels.
- Applied analytics and software enhancements to adapt the complaint handling process for scalability, efficiently addressing issues ranging from individual concerns to flight-wide complaints.

Associate Analyst Consultant *June 2014 – March 2016*
BMO Family Office, Portland, Oregon

- Leveraged advanced analytics and financial modeling tools to provide comprehensive wealth management services, enhancing client investment strategies and portfolio performance.

Investment Manager Analyst *December 2010 – June 2014*
Investment Management Consulting Group, Charles Schwab, San Francisco, California

- Utilized data analysis and financial modeling tools to support the evaluation of investment opportunities, facilitating my interest and eventual pivot towards data science in the financial services industry.

Additional Experience:

- Ground Agent, Horizon Air, Portland, Oregon
- Associate Financial Consultant, Charles Schwab, Pasadena, California
- Client Service Specialist, Charles Schwab, Pasadena, California
- Client Service Representative, Charles Schwab, Phoenix, Arizona

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Education:

MS, Finance
Saint Mary's College of California – Moraga, CA

B.A. Philosophy
Arizona State University – Tempe, AZ