

SHANE WILSON

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EDUCATION

University of Notre Dame | Notre Dame, IN.

May 2025

M.S. Business Analytics, *cum laude*

Key Coursework: Machine Learning, Data Storytelling, Customer Analytics, Unstructured Data, Time Series, Tableau

Capstone: Developed an analytics framework: AI-driven imputation, synthetic data generation, showcasing key insights.

Broward College | Davie, FL.

December 2021

B.S. Cybersecurity and Ethical Hacking, *cum laude* / **A.S. Technology Project Management**

Key Coursework: Project Management, Information Systems Management, Ethical Hacking, Server & Database Management

United States Navy

December 2007

Honor Graduate (Top of Class, A & C Schools); Six Sigma & DoD Information Assurance Certified.

PROFESSIONAL EXPERIENCE

Welcome Wagon | Coral Springs, FL (Remote)

Technology & Operations Manager

October 2021 – Present

- Engineered and deployed data science solutions, including Python-based (Streamlit/Django) analytics dashboards, utilizing Pandas, Matplotlib, and Machine Learning libraries to deliver strategic performance insights that drive customer retention, sales, and market expansion initiatives.
- Transformed sales operations efficiency by engineering a custom ETL automated geographic sales mapping platform (Python-Django/SQL), achieving a dramatic 99% reduction in processing time and enabling precise territory management.
- Implemented structured Agile workflows using JIRA for project tracking, Confluence for documentation, and Git for version control, ensuring effective requirements gathering and a streamlined development workflow.
- Spearheaded strategic cost reduction efforts, achieving up to a \$40,000 annual cost saving by proactively renegotiating critical vendor contracts and optimizing software subscriptions.
- Led data privacy and governance for infrastructure maintaining 99.9% uptime, ensuring robust security and regulatory compliance through internal audits (SOX, PCI-DSS, SOC2), and implementing advanced security controls (SSO and MFA).

CAF USA | Miami, FL

Site Manager

March 2016 – October 2021

- Led a team of 7 in a warranty and re-engineering project, successfully delivering over 200 railcars for a client.
- Directed re-engineering efforts and achieving a 50% reduction in company time spent on warranty-related issues.
- Fostered strong client relationships with proactive issue resolution, and a deep understanding of client needs.
- Oversaw critical software provisioning and diagnostics for TCU/HVAC, waste systems, and automated door controllers within the railcar project, utilizing advanced root cause analysis to resolve discrepancies.

CERTIFICATIONS:

Project+, PM Associate, Cyber Security Analytics Professional (CSAP), Cyber Security Analyst (CYSA+), Security+, Network+

SKILLS

Programming Languages: Python, SQL, R, JavaScript, NodeJS

Data Analysis & Visualization: Pandas, NumPy, Matplotlib, Seaborn, Tableau, Scikit-learn, Statsmodels

Web Frameworks: Django, Streamlit

Databases: SQL, MySQL, PostgreSQL

Project Management & Version Control: JIRA, Confluence, Git, GitHub

ETL Tools: Tableau Prep, Custom-build ETL processes

Soft Skills: Strategic Leadership, Cost Reduction, Stakeholder Communications, Mentorship, Client Focus, Time Management