

SHANE WILSON

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PROFESSIONAL EXPERIENCE

Welcome Wagon | Coral Springs, FL (Remote)

Operations & Technology Manager

October 2021 – Present

- Develop and deploy Python-based (Streamlit/Django) analytics dashboards, delivering key performance insights via Pandas, Matplotlib, and ML libraries that drive strategic decisions for customer retention initiatives, sales, and market expansion.
- Transformed sales operations by engineering a custom-built ETL automated geographic sales mapping platform via a Python-Django platform and SQL, achieving a 99% reduction in processing time and enabling more efficient territory management.
- Utilize Jira for project tracking and task management, Confluence for collaborative documentation and requirements gathering, and Git for version control, ensuring a streamlined and organized development workflow.
- Drove a \$40,000 annual cost reduction initiative by strategically renegotiating vendor contracts and optimizing software subscriptions through alternative solutions.
- Maintain a 99.9% IT infrastructure uptime while leading data privacy and governance efforts, ensuring robust security and regulatory compliance (including auditing for SOX, PCI-DSS, SOC2), and implementing advanced security measures such as SSO and MFA across critical systems.

CAF USA | Miami, FL

Site Manager

March 2016 – October 2021

- Led a team of 7 in a six-year warranty and re-engineering project, successfully delivering over 200 railcars for a client.
- Directed a five-year warranty phase of the railcar project, managing re-engineering efforts and achieving a 50% reduction in company time spent on warranty-related issues.
- Fostered strong client relationships through transparent communication, proactive issue resolution, and a deep understanding of client needs while ensuring high satisfaction throughout the warranty period.
- 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.

Quantum Marine Stabilizers | Fort Lauderdale, FL

Field Service Technician

April 2014 - March 2016

- Led the maintenance and servicing of Quantum Hydraulic Stabilizer Systems, which are installed on 85% of all superyachts over 180', contributing to the installation of 1,190 systems and the replacement of 181 competitor systems, while ensuring zero Quantum systems were replaced by competitors.

Kelly Tractor | Miami, FL

Service Technician

March 2013 – April 2014

- Serviced world-renowned Caterpillar equipment, achieving a 30% reduction in Mean Time to Repair (MTTR), significantly minimizing downtime, boosting operational efficiency, and improving customer satisfaction.

Lift-A-Loft Corp. | Muncie, IN

Assembly Technician

February 2012 – March 2013

- Streamlined production processes across drilling stations, lift assembly, and electronics/wiring departments, reducing building times by up to 50% on key projects, significantly enhancing productivity and on-time delivery of ground support equipment.

United States Navy | Virginia Beach, VA

Aviation Support Equipment Technician

December 2007 – May 2011

- Provided uninterrupted flight line operations in support of 300 aircraft assigned to NAS Oceana's six carrier air groups.
- First in group to obtain licensing to operate 27 pieces of support equipment.
- Led efforts in division to maintaining a 96% equipment availability rate for over 2,000 assets.

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 Project: Developed an analytics framework for a consulting firm, including AI-driven imputation and synthetic data generation, delivering key insights into data quality and distribution.

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

CERTIFICATIONS:

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

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: JIRA, Confluence

Version Control: Git, Github

ETL Tools: Tableau Prep, Custom-build ETL processes