

Jonah Lynn M. Rivera

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SUMMARY

Aspiring Junior Data Analyst with hands-on experience as an Undergraduate Research & Data Analysis Assistant, Accessibility Intern, Admin Assistant, PT Aide, and extensive retail customer service experience looking for a professional entry level role to refine research, analytical and problem-solving skills in Data Science or Data Analytics.

EDUCATION

University of Maryland Global Campus, Online Present
M.Sc. in Data Analytics

University of Maryland, College Park, MD May 2020
B.Sc. in Information Science
UMD Data Challenge 2019: Outstanding Undergraduate Team Award

Prince George's Community College, Largo MD May 2017
A.A. in General Studies
National Society of Collegiate Scholars: Member

RELEVANT EXPERIENCE

Maryland State Department of Education (MSDE), Baltimore, MD January 2025 – Present
Accessibility Intern

- Supported remediation efforts using Adobe Acrobat ensuring equal access on digital content for all users
- Collaborated in the testing and refinement of online learning courses, improving the learning experience for individuals with disabilities and adherence to WCAG accessibility standards
- Crafted visual assets that improved the user interface of a Canvas course to provide a positive learning experience and improve user experience
- Managed daily administrative tasks, communication and coordination efforts to enhance overall function and effectiveness of the Accessibility Branch

Starbucks, Capitol Heights, MD December 2022 – July 2024
Barista

- Partner of the Quarter July 2023
- Accurately crafted all Starbucks menu beverages including modifications to meet customer needs and Starbucks standards to ensure customer satisfaction and accurate inventory use in a dynamic, high-demand environment
- Educated customers on new offers, beverages, merchandise and usage of the mobile app to encourage customer retention and engagement

First Command Financial Advisor Glen Becker, Annapolis, MD June 2021 – June 2022
Administrative Assistant

- Streamlined communication across the district by maintaining an accurate telephone directory
- Produced and distributed clear, credible and professional correspondence to stakeholders
- Conducted accurate data entry to Microsoft Dynamics and Salesforce to manage tasks and support decision-making processes with reliable data
- Safeguarded sensitive information in accordance to company regulations to minimize risk of data breaches, reinforcing data privacy and security standards within First Command

University of Maryland, College Park, MD July 2019 – May 2020
Undergraduate Research & Data Analysis Assistant

- Created a high resolution visual replica of the Turkle annotation task to meet publishing specification

- Contributed to building a test collection used to model search tasks, directly contributing to the accuracy and effectiveness of the model for real-world search scenarios
- Improved the quality and integrity of the training dataset by identifying sensitive & relevant information that required protection to support a responsible information retrieval search model
- Conducted statistical analysis and interpretation using Python and Excel to support decision-making processes with actionable insights
- Co-writer in the published research articles, “A Test Collection on Relevance and Sensitivity” and “Search with discretion: Value Sensitive Design of Training Data for Information Retrieval”

Absolute Rehabilitative Therapy, Lanham, MD

October 2017 – December 2017

Physical Therapy Aide (Clinical 52 hours)

- Maintained equipment and clinic cleanliness which minimized infection risk and increased patient safety
- Collaborated effectively with physical therapists and other healthcare professionals to support individualized patient care plans as allowable by state statutes which helped improve patient outcomes
- Addressed patient questions and concerns with empathy and professionalism fostering a compassionate, patient-centered service and environment

SKILLS

Programming languages: Python, MySQL, JavaScript

Other: Adobe Acrobat, Accessibility Remediation, Cognos Analytics, UI/UX Design, Figma, Miro, Procreate, Microsoft CRM Dynamics 365, Salesforce, Data Analytics, Data Science, Gephi, Open Refine, Microsoft Word, Excel and PowerPoint, Google Suite, Information Architecture, User-Centered Design, Print Production

Languages: English, Tagalog

CERTIFICATES

Avocademy *UI/UX Foundations* Online

February 2023

Prince George's Community College *Physical Therapy Aide with Clinical (52 hours)*

January 2018

PUBLICATIONS

- Mahmoud F. Sayed, William Cox, Jonah Lynn Rivera, Caitlin Christian-Lamb, Modassir Iqbal, Douglas W. Oard, and Katie Shilton. 2020. A Test Collection for Relevance and Sensitivity. In Proceedings of the 43rd International ACM SIGIR Conference on Research and Development in Information Retrieval (SIGIR '20). Association for Computing Machinery, New York, NY, USA, 1605–1608. <https://doi.org/10.1145/3397271.3401284>
- Modassir Iqbal, Katie Shilton, Mahmoud F. Sayed, Douglas Oard, Jonah Lynn Rivera, and William Cox. 2021. Search with Discretion: Value Sensitive Design of Training Data for Information Retrieval. Proc. ACM Hum.-Comput. Interact. 5, CSCW1, Article 133 (April 2021), 20 pages. <https://doi.org/10.1145/3449207>

RELEVANT PROJECTS

Solid Cuts UX Design

Spring 2023

UX Designer

- Designed a cosmetology app using the UX Design process for people struggling to find cosmetologists
- Developed and executed the whole UX design process: <https://uxfol.io/67894f39>

Campus Community Connections Website Redesign

Spring 2020

Project Manager, UX Researcher

- Improved project scope to focus on providing the client actionable, innovative ideas that reflected the needs and interests of their target audience
- Designed a targeted questionnaire and managed the data collection process to ensure high-quality data
- Successfully completed a website prototype & recommendation report that was implemented, enhancing user experience and increasing the site's usability and appeal. Site: <https://campuscommunityconnection.umd.edu/>