Andrea Seguya

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SUMMARY

Motivated computer scientist with experience developing and implementing data solutions that improve efficiency and productivity. I am passionate about designing, building, and deploying high performance data pipelines and databases across a variety of enterprise technologies. Adept in stream processing, data analysis, and database optimization to ensure scalability and performance. Proven track record of successful data engineering projects, including leveraging data to drive business decisions, and delivering results.

EXPERIENCE

Promotions Database and Systems Specialist
Snoqualmie Casino   **Jan 2025 – Current, Snoqualmie, Washington**

•Created casino games/promotions that led to the highest coin in days in 2025 by using data analysis to develop and optimize ideas that incentivized guest's behavior daily. Tracked and analyzed KPIs which improved customer engagement and retention.

•Charted, programmed, and coordinated promotions using database systems (Tableau), player tracking systems and electronic bonusing systems. Responsible for online marketing campaigns for events including updating social calendars and creating content for weekly calendars. Ensured strict compliance with regulatory standards, policies, and procedures with accuracy and integrity. Served as the subject matter expert for all promotions systems, including building, testing, and troubleshooting promotion execution.

•Responsible for logging, troubleshooting, diagnosing issues and conducting system testing with any promotions or software builds to ensure that any problems are resolved efficiently. Brainstormed solutions with system and operational constraints as well as created process development and training documentation to aid business needs.

•Managed expense tracking, prize distribution, inventory tracking as well as conducted audits to ensure compliance.

•Led multiple projects simultaneously while prioritizing tasks effectively and ensuring deadlines were met without negating accuracy.

IT Support Technician
Snoqualmie Casino   **July 2023 – Current, Snoqualmie, Washington**

•Created asset management software with JavaScript, Python, NodeJS and C# which significantly simplified inventory tracking needs for the entire casino. Improved efficiency during troubleshooting and facilitated the use of data science to track company needs.

•Responsible for logging, troubleshooting, diagnosing, assigning, and tracking all calls concerning hardware and software within the entire casino like Point of Sales, VOIP, A/V, Printers, Loyalty Kiosks, Alarms etc.

•Responsible for facilitating the problem-solving process between the user and IT staff to facilitate expedient problem resolution.

•Managed domains through Active Directory, audited user permissions, developing disaster recovery strategies, and providing technical support by designing, deploying, and maintaining AD structures and enforcing group policies

•Responsible for following up with users on resolved issues. and escalating issues as appropriate. Maintained excellent communication throughout the problem-solving cycle.

•Create, review and update department documentation that mapped system processes which decreased troubleshooting times by almost 10%.

•Protected systems from cyber-attacks by assessing security risks, designing security strategies, and implementing security technologies like antiviruses. Monitored systems for aberrations daily and conducted penetration tests to identify & eradicate any vulnerabilities.

•Monitor databases (ManageEngine, Kronos, UKG, Paylocity, Agilisys & Jira) and is responsible for making sure all work orders are assigned and handled according to Help Desk procedures.

•Effectively train end users to maximize the use of their systems to promote proactivity and innovation.

Database Specialist
Voices of Tomorrow   **July 2022 - April 2023, Seattle, Washington**

• Successfully managed data importing and exporting across database systems providing database connectivity and access support throughout the organization.

• Provided support, training, and maintenance of data systems and applications within databases such as Early Learning Management System (ELMS), Child Information and Provider System (CHIPS), including planning, administering, and implementing all Information Technology/Information Systems requirements.

• Automated data migration processes to reduce the manual labor of data entry, resulting in a 50% reduction in the amount of time spent on manual data entry, and improved data accuracy.

• Collaborated with stakeholders to identify and document data requirements, ensuring all data-related systems and processes are in compliance with business and regulatory standards.
• Developed and implemented structural changes to existing databases, reviewing database performance and implementing optimization techniques.
• Developed and maintained data mapping processes, data validation algorithms and automated custom integration solutions.

Coding Instructor
Computing for All   **June 2022 - November 2022, Seattle, Washington**
• Taught core topics to a diverse group of students in the field of UX design, data modeling, game development web design, programming languages such as Java, JavaScript, C#, HTML, Advanced CSS and frameworks including React and Vue, REST API's, SQL, LESS and SASS.
• Created a virtual classroom (in the form of a video game) which faculty, students and well-wishers could actively participate in the learning process and provided a live demonstration of concepts such as virtualization, the Internet of Things and Agile methodology by using project-based techniques.
• Supported and guided students in server set up and the use of MVCs in C# as well as ASP.Net and PHP.
• Implemented teaching techniques to a group of over 20 students, resulting in successful completion of the course for the entire cohort and an average exam score of 90%.
• Facilitated an inclusive learning atmosphere and created an enabling environment for STEM students to research and develop practical applications.

Teaching Assistant
University of Washington   **June 2021 - June 2022,**
• Partnered with science, technology, and engineering professors to plan and implement lessons following the school's curriculum goals and objectives.
• Reviewed assignments, proctored tests, and provided grades according to university standards for systems analysis, networking, and hardware configuration.
• Facilitated student understanding of Networking principles and theories by providing support for about 20 undergraduate and graduate level students weekly, resulting in higher academic performance.
• Mentored students through working sessions, guided by instructional design, incorporating assessments to measure progress and understanding.

Network Administrator & IT Networking Lab Attendant
University of Washington Science & Engineering Dept   **June 2021 - June 2022, Tacoma, Washington**
• Diagnosed and executed resolution for network and server issues within the networking laboratory. Supervised the lab as a technician and often troubleshooted issues with Cisco routers, switches, and hubs.
• Monitored operational and security procedures for numerous computers in network, related systems administration, and maintenance protocols within the UW networking lab.
• Executed and monitored smooth running of operations teams to ensure system uptime and availability, and improved incident response time from a few hours to 30 minutes.

Project Manager
UW Student Involvement & Engagement Office   **June 2020 - June 2022, Tacoma, Washington**
• Brainstormed, implemented, and marketed creative event concepts to promote student engagement on behalf of the University of Washington during the global pandemic. Created innovative ways to interact and keep students motivated in the face of adversity.
• Mentored, lead and guided a large group of 20-25 student assistants to ensure proper completion of assigned duties. Defined project scope, objectives, and shared desired outcomes with stakeholders daily.
• Supervised and organized multiple events & projects from start through delivery by prioritizing needs and delegating assignments.

EDUCATION

Bachelor of Science - Information Technology
University of Washington • Seattle, Washington

SKILLS & LANGUAGES

Java; Salesforce; Tableau; JavaScript NodeJS, C#; Python; MS SQL; PowerBI; SQL; Active Directory; Jira; Troubleshooting Point of Sales i.e., Agilisys/Toshiba; Security protocols i.e. proxy, firewall, IDS/IPS; Atlassian Confluence; Jira; AWS, Azure, Google Cloud; ManageEngine & ServiceNow; Adobe suites; Figma; VMWare virtualization; SSH; Hadoop; Microsoft Office suites especially SharePoint, Visio, Excel & Word; Azure AD; Network configuration; Hubs and Switch configuration, Internet of Things, German, Spanish & Swahili.