

Bianca Aspin

Bay Area, CA ·

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Selected Technical Skills

- **SQL** (PostgreSQL, MySQL, Google BigQuery)
 - **Microsoft Excel/Google Sheets** (Pivot Tables, VLOOKUP, Conditional Formatting)
 - **Tableau**
 - **Python** (NumPy, Pandas, Matplotlib)
 - **R** (dplyr, tidyverse, ggplot2)
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Education

Google on Coursera

Google Data Analytics Specialization – July 2022

The College of St. Scholastica

Bachelor of Arts, Psychology and Music (Summa Cum Laude) – May 2016

Relevant Coursework: Statistics, Research Methods, Empirical Research Project

Relevant Experience

Senior Administrative Assistant, Office of Equal Opportunity & Title IX

Santa Clara University (Santa Clara, CA) – October 2020 - March 2022

- In collaboration with HR, optimized the University's workflow for tracking employee training, making data more easily reportable and increasing accessibility for employees.
- Regularly merged and cleaned data from multiple sources for ingestion into the University ERP system, ensuring reports were accurate and up-to-date.
- Created reports on employee training, mobilizing University leadership to promote training participation among their divisions, and increasing enrollment in department workshops.
- Monitored expenses alongside current and historical usage of services to forecast budget needs and recommend options for vendors and subscriptions, reducing overall costs.
- Developed, documented, and implemented procedures that allowed the department to smoothly and successfully pivot to offer three complex hearings virtually during the COVID-19 pandemic.

Access Specialist, The Center for Equal Access

The College of St. Scholastica (Duluth, MN) – January 2018 - May 2020

- Thoroughly analyzed input from intake interviews, written questionnaires, and supporting documentation to determine reasonable accommodations for over 100 students with disabilities.
- Explained policies and procedures to students with disabilities and facilitated communication between students and faculty, clarifying accommodations and responsibilities.
- Developed, conducted, and analyzed results from surveys of registered students to gather feedback on their experience with our office and implement improvements where needed.

- In collaboration with IT, migrated the department to a new accommodation management system, which included cleaning and preparing data for the migration, testing and revising forms and automated processes to work within the new system, creating tutorials to onboard new users, and troubleshooting issues post-migration.
- Led several presentations for students, faculty, and staff related to the intersection of accessibility and technology, including creating accessible documents and media, tools to make learning more accessible, the Social Model of Disability, and Universal Design for Learning.

Administrative Specialist, The Center for Equal Access

The College of St. Scholastica (Duluth, MN) – July 2016 - January 2018

- As the coordinator of testing accommodations across multiple campuses, analyzed current and historical usage of testing accommodations to forecast staffing and space needs during high-traffic periods (e.g., midterms, final exams).
- Compiled statistics and created charts and infographics for our department's portion of the College's Annual Report and other publications.
- Coordinated assistive technology for students, including acquisition, installation, and technical support across multiple platforms (macOS/iOS, Windows, Android, Google).
- Supervised a team of four student employees in the completion of daily work and long-term projects, monitoring their progress toward professional development goals.

Destination Survey Consultant, Career Services

The College of St. Scholastica (Duluth, MN) – January 2017 - March 2017

- Utilized strong communication and organizational skills to independently oversee a survey of undergraduate students and connected faculty and staff to track post-college placements for the Class of 2016. This information was reported to the Minnesota Private College Council and used to improve College career services and programming.
- Through analysis of survey items and lessons learned throughout the three-month campaign, recommended changes that improved the survey response rate in future years.

Access Assistant, The Center for Equal Access

The College of St. Scholastica (Duluth, MN) – January 2013 - March 2016

- Streamlined processes to save time/resources and ensure confidentiality of student records.
 - Developed written and video tutorials that allowed students to learn how to use various tools independently (e.g., SmartPen; digital recorder, Read&Write for Google and other Google products; VoiceDream reader for iPad; accessibility options for Windows, macOS, and tablets).
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Awards

Student Leadership Award Finalist

The College of St. Scholastica – May 2016

Minnesota Student Employee of the Year

Midwest Association of Student Employment Administrators (MASEA) – April 2015