

# Lisa Over

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## Career Summary

Professional in statistics and computer science with a diverse background in education and communication.

- Tenacious and resourceful programmer with experience developing data management and modeling programs, user interfaces, and usable and accessible websites.
- Knowledgeable statistician trained in data visualization, linear and logistic regression modeling, statistical inference, experimental design, statistical computing, and applied probability.
- Detail-oriented writer and editor with experience developing statistical reports, user manuals, online help systems, and promotional documentation.

## Skills

### Data Science

SAS, R  
VBA  
SQL  
SSIS, SSAS, DQS  
MS Access, Excel

### Computer Programming

Java  
PHP, JSP  
JavaScript  
XML, XSLT  
HTML, CSS

### Communication & Design

Photoshop  
Illustrator  
Teaching  
Writing  
Editing

## Professional Organizations and Conferences

American Statistical Association • USCOTS 2015 • Association for Computing Machinery

## Related Experience

### Business Analyst Intern

Management Science Associates, Pittsburgh, PA

July 2015 to Oct 2015

- Assisted higher-level analysts on a variety of market research projects, which involved creating graphs, data summaries, and regression model reports for a new brand volume forecast and an analysis of out of stock SKUs.
- Wrote SAS procedures and macros to organize and summarize data and run models; data organization tasks involved extensive use of SQL.
- Wrote visual basic scripts to perform calculations and to create report summaries and charts automatically, which made data preparation more efficient and less prone to error.

### Adjunct Professor, Business Statistics

Duquesne University, Pittsburgh, PA

Aug 2016 to Present

- Design and deliver lessons to engage students with real-world and hands-on activities.
- Modify instruction based on student questions and performance.
- Incorporate projects that model the data analysis process and develop statistical thinking and technical writing skills.
- Monitor student progress through formative assessments and assignments and provide feedback to students through re-teaching and comments.
- Work closely with students individually and in small groups to identify weaknesses and areas for improvement.

## Work Experience

### Technical Writer Contractor

Bombardier via Oxford Solutions, Pittsburgh, PA

Feb 2016 to June 2016

- Planned and organized text for the user interface, data management, and security components of the Positive Train Control System.
- Wrote quality, usable, and technically accurate documentation using communication and organizational skills, attention to detail, and fact-checking.
- Collaborated with development team to understand and communicate technical concepts to the system maintainer, system administrator, and database administrator.

### Web Designer and Administrator

Trailmarker (self-employed), Pittsburgh, PA

Aug 2006 to Present

- Design and maintain websites for visual appeal, accessibility, usability, and maintainability using HTML, CSS, JavaScript, and PHP.
- Work closely with clients to edit, organize, and present their information effectively.

### Computer Support Coordinator

Allegheny Center Alliance Church, Pittsburgh, PA

Feb 1999 to Feb 2001

- Managed 35 workstations and several printers connected to a Novell server.
- Interacted with 28 users with varying levels of computer skills. Analyzed users' needs and designed templates and processes that helped them accomplish daily tasks and reach long-term goals.
- Surveyed, prioritized, and solved hardware and software problems by training users, troubleshooting the system, or contacting a technical volunteer.

### Technical Writer

PHW INC., Pittsburgh, PA

Nov 1996 to Aug 1998

- Improved user manuals for the electronic train control systems designed and manufactured by PHW, INC by editing for grammar, consistent language and style, and technical clarity.

### Technical Communicator

Transarc Corporation (IBM Pittsburgh Lab), Pittsburgh, PA

July 1994 to Nov 1996

- Planned, organized, and designed text and graphics of software user manuals, online help systems, and release notes for several releases of Transarc's Distributed File System software.
- Wrote quality, usable, and technically accurate documentation using communication and organizational skills, attention to detail, and fact-checking.
- Collaborated with development team to understand and communicate technical concepts, benefits, and procedures to the target audience.

## Education

**Master of Science** in Computational Mathematics, 2015

Duquesne University, Pittsburgh, PA

**Teacher Certification** in Mathematics 7-12, 2012

Robert Morris University, Pittsburgh, PA

**Bachelor of Science** in Scientific and Technical Communication, 1994

*Specialization:* Mathematics and Computer Science

Bowling Green State University, Bowling Green, OH