Emily Carter

Data and operations analyst. Information systems graduate, Texas A&M 2026. Available January 2027 in Austin, Dallas or remote.

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SELECTED WORK

2025

Appointment no-shows, Brazos Valley Health Partners

Internship analysis, piloted and still running in four clinics.

- Cleaned 18 months of scheduling data, 22,400 appointments, into one table with reminder history attached.
- Tested age, distance, insurance, appointment type, day of week, lead time and reminder timing. Age and distance explained almost nothing; lead time and reminder timing explained a great deal.
- Result: recommended reminders at 48 and 4 hours out; no-show rate fell from 14.7 to 11.2 percent in the pilot clinics, roughly $5,200 a month in recovered slots.

2025

Campus transit reliability, independent project

Capstone. Published on-time figures did not survive contact with the data.

- Collected the public vehicle location feed every 20 seconds for eleven weeks, 1.2 million positions, and reconstructed arrivals per stop.
- The published 88 percent counted only the first stop of each route. Measured at every stop, the busiest route ran at 61 percent during the morning peak.
- Took it to the transit office rather than publishing it. Schedule padding was added the following semester and the all-stop figure is now reported.

2026

Churn targeting, Reveille Delivery

Contract work for a campus delivery startup, 4,300 users.

- Built features that matched how the business worked: days since last order, order gap trend, late deliveries, and whether a favourite restaurant had left the platform.
- Chose logistic regression over a stronger model so the founders could see why a customer was flagged.
- Result: 31 percent of the targeted group reactivated against 12 percent of a random control.

EXPERIENCE AND EDUCATION

May 2026

BS Information Systems, Texas A&M University

Minor in statistics. Capstone: campus transit reliability.

Summer 2025

Analytics Intern, Brazos Valley Health Partners

Scheduling and capacity analysis across six clinics.

2023 to 2026

Shift Lead, campus dining

Thirty hours a week through school, scheduling eleven student staff.

TOOLS

Strong	SQL including window functions and query tuning. Python with pandas and scikit-learn. Tableau.
Working	Power BI, experiment design, regression and hypothesis testing.
Coursework only	dbt, Airflow. I can read a project, not yet run one in production.
Languages	English, Spanish (conversational).