

Joi Chu-Ketterer

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<https://jckett.github.io/portfolio/>

<https://tinyurl.com/ycx7ovc7>

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PROFESSIONAL SUMMARY

Experienced analytical chemist and current M.S. in Data Science candidate. Strong project management and client service experience for large and small companies. Practiced in instrument monitoring and analytic method performance. U.S. Citizen.

CERTIFICATIONS, SKILLS, AND INSTRUMENTATION

Database SQL Certified Associate, Oracle 2019 | Python | R | SQL | Tableau | Power BI | Microsoft Office | LaTeX | Agilent ChemStation | GC/MS | FTIR Spectroscopy | UV-Vis Spectroscopy

WORK EXPERIENCE

WALT DISNEY COMPANY May 2018 – Present, Glendale, CA

Field and Office Cast Member, Lead Manager

M.S. in Data Science candidate through Disney Aspire scholarship program. In the office, assist with Business Invoicing, Licensing, LP and Safety, and Sales Audit processing. In the field, support guest experiences and execute appropriate sales strategies based on guests' needs and current sales analytics. As a Lead Manager, ensure customer-facing and business operations run smoothly. Help coach and support teams to drive business initiatives and achieve KPIs.

AMERICAN SCIENTIFIC LABORATORIES February 2017 – March 2020, Los Angeles, CA

Lab Coordinator, Volatiles Chemist

Head chemist for volatiles testing. Conduct GC/MS and UV-Vis techniques to analyze VOCs, TPH, and TRPH. Draft reports on all test and research results using EPA methods 624, 8015M, 8260B, and others. Organize sampling schedules for over 300 water, soil, and air samples per week. Coordinate between departments to ensure projects are reported to clients on time and results are consistent with one another. Developed and maintained a project management system to increase productivity and manage client deadlines.

WALT DISNEY WORLD June 2016 – January 2017, Lake Buena Vista, FL

Chemistry Professional Intern

Maintain and observe water health for freshwater and saltwater systems throughout EPCOT and Disney's Animal Kingdom, including a water treatment plant. Monitored qualitative parameters of 12 million gallons of water daily using ozone, sodium hypochlorite, and UV disinfection. Conducted spectroscopy, titration, and chromatography analysis to test for analytes in freshwater and saltwater systems. Presented safety talks to department leads during biweekly meetings. Developed salinity water treatment schedule to help acclimate new plants utilizing results from data models.

SELECTED SCHOLARSHIPS AND AWARDS

- Disney Aspire Academic Scholarship, 2019
- Women in Technology/Girls in Technology Scholarship, 2012
- USA Girl Scouts Overseas (Beijing, China) - Gold 2010, Silver 2008, Bronze 2006

EDUCATION

Master of Science, Data Science, Expected May 2020

Bellevue University, Bellevue, NE

Bachelor of Arts, Chemistry, 2016 (Thesis: Systematic Analysis of Primary Alcohols)

Bachelor of Arts, Mathematics, 2016 (Thesis: Exploration into Representation of Curvature through Physical Materials)

Pitzer College, Claremont, CA

COMMUNITY SERVICE

J. PAUL GETTY MUSEUM, GETTY CENTER February 2017 – Current, Los Angeles,
CA *Visitor Services Volunteer*

ASCEND, Greater Washington Chapter May 2015 – March 2016 Washington, DC and Claremont, CA *Volunteer Assistant - Membership Committee* Organized membership appreciation events for a nonprofit organization dedicated to the professional development of Pan Asians in the United States. Created vendor and venue resource bank for future events. Developed marketing collateral including web-based media used to increase membership over 20%.