Daniel Villa

Information Systems & Automation Professional
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Automation-focused Information Systems master's student with hands-on experience in workflow automation, governance support, and executive dashboarding. Proficient with Power Platform (Power Automate), Power BI, SharePoint, and Microsoft 365 to streamline processes, improve reporting, and support strategy management and change management. Built AI-enabled proof-of-concepts and data systems to enable informed decision making for care-transformation-style initiatives.

Technical Projects
Offline Retrieval-Augmented Generation (RAG) System
Python | Ollama | Mistral-7B | ChromaDB | SentenceTransformers | Docker

- Implemented a local Retrieval-Augmented Generation (RAG) pipeline enabling a language model to answer questions using document evidence.
- Processed documents through chunking and embedding generation using SentenceTransformers for semantic search.
- Stored embeddings and metadata in ChromaDB vector database to support similarity-based retrieval.
- Integrated a local Mistral-7B LLM via Ollama to generate responses grounded in retrieved document context.
- Evaluated RAG architecture components including chunk size, retrieval thresholds, and hallucination mitigation to improve response accuracy.
- Deployed the RAG pipeline locally using Docker containers to enable reproducible AI inference without external APIs.

PROFESSIONAL EXPERIENCE
IT & Web Development Consultant
Hello Data LLC — Los Angeles, CA   2021 – Present
- Designed and deployed Google Workspace environments for 4 nonprofit organizations, collaborating with stakeholders and translating technical requirements into operational procedures, governance documentation, and user documentation.
- Built an automated reporting system using Google Forms and Looker Studio dashboards to track staff project hours, enabling executive leadership to monitor resource allocation and program performance for recurring status huddles; implemented data validation practices to improve report reliability.
- Partnered with UCLA Iris Cantor Women's Health Center to develop a health education tracking system and analyzed SMS reminder effectiveness, documenting findings and recommending process and content changes to improve participant engagement.
- Developed Airtable data systems for demographic and program impact reporting, reducing manual reporting workflows and improving grant compliance tracking and documentation.
- Delivered IT infrastructure support including system migrations, backup implementation, and network deployments, and provided user training and documentation to support successful change management and adoption.

Associate Teaching Artist
Arts Council for Long Beach — Long Beach, CA   2023 – Present
- Led 40+ students through collaborative public art projects, strengthening teamwork, communication, and critical thinking skills.

- Guided students through civic approval and permitting processes for public installations, strengthening stakeholder communication and real-world planning skills.
- Supported internal technology improvements by assisting with Airtable system adoption, documenting workflows and creating training materials to improve data organization and program tracking.

Operations Manager

Piece by Piece — Los Angeles, CA   2014 – 2021

- Directed operations of a $500K nonprofit organization, overseeing staff, programs, budgets, and technology systems to support sustainable program delivery and organizational growth; led technology governance and project delivery for program initiatives.
- Implemented workflow automation using Microsoft Power Automate to streamline internal reporting and task coordination processes, reducing manual steps and improving timeliness of operational reporting.
- Centralized organizational data using Airtable systems for grant reporting, sales tracking, and program evaluation, improving operational transparency and reporting efficiency.Migrated financial systems from
- Migrated financial systems from QuickBooks Desktop to QuickBooks Online, automating reporting workflows and saving 15+ staff hours per month.
- Implemented Office 365 administration, email authentication protocols (SPF/DKIM/DMARC), and password management practices, strengthening organizational cybersecurity posture and governance controls.
- Developed Tableau dashboards visualizing program impact for 50+ funders and board members, enabling data-driven decision making and improved grant reporting.
- Built a donor CRM with automated stewardship workflows, improving donor engagement and streamlining fundraising communication.

EDUCATION

California State University, Long Beach — Long Beach, CA   **June 2027**
Master of Science, Information Systems

Relevant Coursework: Business Data Analysis, Programming for Business Analytics, Database Management Systems, Systems Analysis and Design

University of Southern California — Los Angeles, CA
Bachelor of Arts, American Studies & Ethnicity
Minor: Social Entrepreneurship

TECHNICAL SKILLS

Data & Analytics: Power BI, Looker Studio, Tableau, SQL, Dashboard Development, Data validation / structured data handling & ETL, Statistics

Automation & Development: Power Automate, Workflow Automation, Python, Google Apps Script, Docker

Cloud & Systems: AWS (Foundational), Google Workspace Administration, Linux

Microsoft Technologies: Microsoft 365, Teams, SharePoint, Access, Excel, PowerPoint, MS Word, Power Platform

Databases & AI tooling: ChromaDB, SentenceTransformers, Ollama, Mistral-7B

Web & Application Development: Next.js, Eleventy, Webflow, WordPress, Squarespace