LOGAN MANSFIELD

IT Point of Sale Systems Analyst | Data Analyst moving into Analytics Engineering
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PROFESSIONAL SUMMARY

IT systems analyst responsible for the ticketing and webstore platforms behind ZooTampa's admissions revenue; three prior years as a data analyst; Microsoft PL-300 (Power BI) certified. Builds self-directed data projects end to end: a fraud-detection pipeline on Databricks and Supabase, natural-language-to-SQL on DuckDB, and attendance forecasting. Targeting analytics engineering and data analyst roles that turn source-system knowledge into trusted data models.

SKILLS

Analytics and Business Intelligence (BI): SQL, Power BI, Excel, dashboards and KPI reporting, data modeling, statistical modeling, forecasting
Data Engineering: Python (pandas, scikit-learn, XGBoost), DuckDB, Databricks, Spark SQL / PySpark, Microsoft Fabric, PostgreSQL (Supabase), ETL/ELT pipelines
Systems and Platforms: Gateway Galaxy 8 and eGalaxy ticketing/webstore, PAR Pixel point of sale (POS), HTML, CSS, JavaScript
Business Analysis: requirements gathering, SOP documentation, stakeholder reporting, POS hardware inventory and maintenance

PROFESSIONAL EXPERIENCE

IT Point of Sale Systems Analyst
ZooTampa at Lowry Park | Tampa, FL | Nov 2024 - Present
- Responsible for the Gateway Galaxy 8 ticketing platform and eGalaxy webstores (product and pricing configuration, monitoring, vendor escalation), the systems behind the Zoo's admissions and membership revenue.
- Built 9 new premium animal-experience products and an admission-inclusive bundle in the ticketing and webstore systems; all still on sale.
- Designed, implemented, and monitored webstore upsells: add-on offers, a membership upsell tile, and announcement ribbons built in custom HTML, CSS, and JavaScript.
- Administer two POS platforms (PAR Pixel, Galaxy) and a fleet of about 90 terminals: inventory, maintenance, replacements.
- Gather requirements from front-line departments for platform changes and provide tier 1-2 POS hardware and software support.

Guest Engagement Coordinator (started as Guide)
ZooTampa at Lowry Park | Tampa, FL | Nov 2022 - Nov 2024
- Overhauled the department's reporting system, saving about 4 coordinator hours per week (roughly 200 hours a year).
- Produced weekly operational reports for leadership flagging risks and changes in department operations.
- Co-wrote and revised education programs and their standard operating procedures (SOPs) with animal care staff.

Data Analyst
Excel Esports | London, UK | Aug 2019 - Jul 2022
- Designed and delivered a data-driven talent scouting system in Excel and Python within six months; the resulting academy roster became the most dominant in the organization's history by league performance.
- Delivered weekly tactical, meta, and player-development analysis reports that produced direct advantages in official matches.

PROJECTS (SELF-DIRECTED, CODE ON GITHUB)

Fraud Detection Pipeline | Databricks, Python, PostgreSQL (Supabase), SQL | github.com/lmansf/fraud-detection-pipeline
- Built a scheduled Databricks job that simulates webstore checkouts (normal guests plus five fraud patterns), scores every order with a baseline rules model, and lands four raw tables in Supabase, with fraud labels arriving days to weeks later like chargebacks.
- Across about 39,000 simulated orders, the baseline flagged about half the fraud and no legitimate orders: the bar a trained model has to clear.

Quack Query | DuckDB-Wasm, Vercel serverless, LLM APIs | quack-query.vercel.app | github.com/lmansf/Quack-Query
- Built a browser-based natural-language-to-SQL tool on in-browser DuckDB: an LLM writes one read-only query from automatic table profiles and join-key hints, validated on server and client; the public endpoint is rate-limited, locked against file and network access, and withholds personal-data columns from the model.

Attendance Forecasting | Python, XGBoost, scikit-learn | github.com/lmansf/Attendance-Projections
- Forecast daily theme park attendance from weather, calendar, and flight features; a gradient-boosted tree, ridge, and random forest blend selected by rolling-origin cross-validation beat a tuned XGBoost by about 6% MAE out of fold and cut mean bias from +90 to -7 guests per day.

Lighthouse | Rust, Tauri, DataFusion, on-device OCR and embeddings | lhvault.app | github.com/lmansf/lighthouse
- Shipped a local-first desktop app (v0.15) that answers questions about a small set of files with citations; a question over a spreadsheet becomes one read-only SQL query, shown verbatim and run by DataFusion.

CERTIFICATIONS

Microsoft Certified: Power BI Data Analyst Associate (PL-300)
LearnSQL.com SQL Certification of Competency | Microsoft Fabric in a Day Workshop