

## Junji Wiener

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### Education

#### University of Colorado Leeds School of Business

**Master of Science in Business Analytics** - Concentration: Security, May 2020

#### Thomas Jefferson University, Kanbar College of Design, Engineering & Commerce

**Master of Business Administration** - Concentration: Finance, July 2015

#### Chestnut Hill College

**Bachelor of Science** - Accounting, May 2013

### Professional Experience

#### Dish Network

May 2022 - Present

#### Product - Machine Learning and Artificial Intelligence

- Collaborate with cross-functional teams (e.g., Supply Chain, Retention, Customer Experience, Accounting/Finance, Manufacturing, Hardware & Engineering) to identify and implement AI/ML solutions that enhance operational efficiency across the organization.
- Develop in-depth knowledge of business processes and associated **technologies** related to enterprise data, ensuring alignment with organizational goals and enhancing data-driven decision-making.
- Collaborate with data science teams and business domain experts to develop AI/ML-driven solutions that advance Dish's transformation into a data and analytics-driven organization.
- Lead high-impact optimization initiatives and interventions, focusing on projects with the highest ROI to drive business performance.

#### AI/ML Projects & Production Products

- DishTV Signal Degradation
  - Developed an internal machine learning model to detect customer signal degradation in satellite services.
  - Enabled proactive identification of customers experiencing poor signal quality, allowing teams to reach out and resolve issues before complaints arise.
  - Improved customer experience by providing timely fixes, reducing churn, and lowering operational costs.
- DishTV & SlingTV Churn Propensity
  - Designed (with Sr. Data Scientist) and deployed a production-level machine learning model to predict customer churn propensity.
  - Utilized insights to craft targeted retention offers, boosting customer loyalty while optimizing costs.
  - Delivered a multi-million-dollar net positive NPV by improving retention rates and maximizing long-term customer value.
- LLM Project: Prompt Engineering for Call Center Optimization
  - Designed and implemented advanced prompts to analyze call center transcripts, enabling real-time extraction of key insights such as customer sentiment, issue summaries, and resolution suggestions.
  - Developed custom solutions to integrate policy memos and personalized next-step recommendations into agent workflows, enhancing efficiency and customer satisfaction.
  - Improved call outcomes by delivering concise, actionable insights, empowering agents to respond effectively and empathetically.
- Develop and track metrics to ensure that data science and AI/ML efforts contribute value for the business partners and the end user.
- Design and implement A/B tests on models in collaboration with necessary business teams and data scientists.
- Present and explain ML model findings to core business stakeholders.
- Collect and document data sources as part of the initial project EDA efforts.

**Dish Network**  
**Business Operations Analyst III - Forecasting & Capacity Planning**

**November 2020 – May 2022**

- Led and developed machine learning models using Facebook Prophet to forecast contact rates, call volumes, and handle times, enabling data-driven decision-making.
- Improved forecast accuracy by reducing Mean Absolute Percentage Error (MAPE) by over 10%, leading to significant reductions in call center operational costs for Dish.
- Analyze outlier data to identify forecasting discrepancies and their root causes. Work with stakeholders to implement changes, improving forecast accuracy and staffing efficiency across all business lines.
- Streamlined ETL processes for FBProphet data feeds using SQL and automated data pulls with Python, saving significant weekly man-hours and enabling the team to focus on strategic initiatives.
- Collaborate with business leaders across Sling, Boost Mobile, DishTV, and OnTech to assess the impact of marketing initiatives on contact rates and resource staffing.
- Lead bi-weekly forecasting and capacity planning meetings, presenting insights on call volume projections, capacity plans, and trends in customer contact data. Analyze the impact of new and ongoing business initiatives to optimize resource allocation and operational efficiency.

**Accenture**  
**Sr. Analyst - Client Financial Management**  
Clients: Pfizer, E.I. Du Pont De Nemours and Company

**March 2016 – April 2019**

**SEI Investments Company**  
**Fund Accounting Analyst – Alternative Investments**  
Client: Angelo, Gordon & Co.

**September 2014 – March 2016**

**Technical Skills**

- Dataiku
- Specialize in prompt engineering for Generative AI (GenAI) interactions
- Jira/Confluence
- Python (Pandas, NumPy, Scikit-learn, Matplot lib and various other libraries)
- Data Exploration, Analysis, Cleaning
- Predictive Modeling, Machine Learning, Feature Engineering
- SQL (on an as needed basis)
- Tableau
- Jupyter Notebook
- Git, GitLab
- Microsoft Suite
- Google Suite

**Personal:** BSA Eagle Scout, Prior NCAA D2 Lacrosse All-Conference Midfielder, 2008 Texas All-State Violinist

**Interests:** Snowboarding (touring), hiking, cycling for Holy Cow Racing (road, gravel endurance racing & mountain), backpacking