Carolyn Massa

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Technical Project Management & Data Analyst
10+ Years' Multi-Industry Experience as an Analytical and Data Solution Driven Project Manager & Technical Trainer

Accomplished project management leader and data analyst with proven ability to strategically align, manage, and achieve both project management and training success resulting in high level client success & project efficiency. Currently expanding career into Data Science via Springboard curriculum which consists of the following:

- Machine Learning Linear Regression, Logistic Regression, SVM, Decision Trees, Random Forest, Ensemble Methods, Gradient Boosting, Sentiment Classification, Naive Bayes, Unsupervised Learning

- Advanced Python tools for Data Science - Data Visualization - Problem Solving - Data Wrangling, Advanced Data Wrangling for large data sets - Data Storytelling (Exploratory Data Analysis) - Inferential Statistics, A/B Testing – SQL

Skills

• Project Design & Implementation	• Business Development Strategies	• Stakeholder Relations
	• Digital Transformations	• Supplier Relations
• E-Procurement (Ariba|APO)	• Program Management|GDPR Compliance	• Data Analysis (Python|SQL|Tableau)
• Sales Management	• Risk Management (MIT Sourcemap)	• Technical Documentation & Training Material Production

Data Science Projects

Customer Churn Analysis – Using *Random Forest, Support Vector Machines & Logistic Regression* algorithms to forecast clients that are likely to churn in order to develop client retention programs.
Materials Forecasting – Determine cost of raw materials using ARIMA to perform a Time-Series Analysis of when to buy
AirBnB price forecasting - Applying logistic regression to forecast future pricing and determining features driving cost and availability.
Stock Prediction – Using ARIMA to perform forecasting analysis on stocks from 4 different sectors and model building to indicate if 4 basic stocks have higher returns that the S&P 500.
Co-Vid-19 – Analysis of infection, recovery and death rates and forecasts by country.

TOOLS USED:
- **Project Management:** (MS Project, MS Office 365, JIRA\|Smartsheet\|ZenDesk)
- **MISC:** CRM (Salesforce, Oracle ERP Eloqua) Linux\|JQuery \|Docker\|GitHub\|GSuite
- **Procurement:** SAP\|Ariba\|Power BI\|SalesForce
- **Data Analytics and Reporting:** (SQL\|SSIS\|SSRS + \|Python (framework: scapy\|BeautifulSoup\|Requests) \| Tableau

Professional Experience

Schlumberger \|Paris, France Reporting Office (Remote Contractor) 4.2019 – Present
Supply Chain Business Analyst
Collaborate with product line managers and subject matter experts to determine supplier performance gaps
- Identify, manage and develop meaningful solutions to ensure positive business outcomes by extracting data and creating insights from the Oracle ERP system
- Create business requirement documents and Functional Specifications
- Monitor and report weekly inventory levels and daily buying and planning activity
- Ensure optimal performance through the analysis and reporting of MRP data
- 5 -year workload capacity/raw materials/ and machine part analysis to support Category and Sourcing plans

ESW Capital |Austin, Texas (100% Remote Role) 3.2018 – 4.2019
Project Management/Business Analyst

Developed & Implemented both E-Learning & Project Management strategies for higher knowledge transfer rates between the acquired company (AVG Value $8MM) & ESW Capital resulting in considerable knowledge transfer cost savings >300,000k USD in Q2, Q3 & Q4 of 2018.

- Produced technical training material and process management strategy for each Linux/SAAS based software company acquisition as to be 70% profitable within 100 days of acquisition.
- Ensure all projects adhere to project methodology compliance standards set by the organization
- Partners with stakeholders to define success metrics and criteria as well as budget forecasting
- Management of a team of 12 pp as well as 65+ project stakeholders. Organize Agile/Kanban process and facilitate daily meetings to resolve ongoing issues and meet stringent deadlines.

RevInformatics|USA & International Locations as per client needs 1.2012 to 3.2018
Project Manager/Data Analyst

Large Scale Software Implementations for *MD Anderson Cancer Center, UT Health Science Center, The State of Texas, LifePoint Healthcare, Methodist Hospitals and Community Health Systems, University Hospital, Dubai UAE, Deloitte Consulting, Square Payment Systems, Thales Communications, Square Payments*

Define, implement and track metrics for both software implementation and training purposes
Data Migration of millions of patient records from Legacy systems using SQL SSIS/SSRS. Creating census and patient reports using SSRS and creating data models of medication side effects and documenting data for safety uses
Design and Build of EMR systems to include Allscripts/Cerner and Meditech for OBGYN/Radiology/Psychiatry

Annuity Investors Life Insurance, Houston, Texas 12/2008 – 12/2011

Business Analyst/Account Manager

Responsible for $4 MM ARR of client annuities and grew ARR by 17% in 2009 & 22% in 2019

- Onboarded and mentored agents and administrative staff to serve the K-12 educators market for retirement planning/tax deferred instrument education.
- Financial Analysis of annuity and mutual fund products to diversify client portfolio according to client goals

Education

- **Master of Science, Information Technology** University of South Florida - 2008

- **Bachelor of Applied Science, Communication and Computer Science** Sonoma State University - 1995

  Languages: Native English, French.