

CHANTEL BAWUAH

>> DATA SCIENCE | MACHINE LEARNING

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MOTIVATION

I am passionate about solving business problems using Data Science and Machine Learning. Systematically and innovatively, I utilize my skillset to add tangible value to the team, the business, and the end-user. I am constantly learning and always looking for ways to improve.

SKILLS & TOOLS

Programming: Python (Base, Pandas, NumPy, Matplotlib, Scikit Learn), SQL, R

Machine Learning: Linear Regression, Logistic Regression, Decision Trees, Random Forest, NLP, KNN, K-means, PCA

Others: MS Office, Data visualization, Git, Tableau, Power BI

PROJECTS

Credit Card Fraud Detection: The aim of this project was to track the patterns of all transactions and to abort any abnormal transactions. Packages/libraries used in this project included: NumPy, Pandas, Seaborn and Scikit learn. The machine learning algorithms included Logistic Regression and Decision Trees.

Sentiment analysis on hotel reviews: The aim of this project was to use NLP to do semantic analysis on hotel reviews and to predict the sentiment of future reviews. This could be utilized to flag up customer complaints to a dedicated support team which will help to improve customer satisfaction. Libraries used in this work included: NLTK, TensorFlow and Scikit learn. The machine learning algorithms used included Random Forest and K Nearest Neighbour.

CAREER SUMMARY

Oct 2022 – Present

Forensic Risk Alliance

Data Analytics Associate

- Continuous identification and extraction of data in a forensically sound manner.
- Worked on projects using different machine learning algorithms to predict fraudulent transactions with the most recent project leading to savings of \$100K monthly for the client.
- Continuous development and testing of machine learning models to enhance its ability to detect fraud.
- Created and owned interactive dashboards on AML matters to identify suspicious activities.
- Staged and analysed structured datasets containing transactional data.

Oct 2021 – Sept 2022

IAG Cargo

Advanced Analytics and Reporting Analyst

- Used machine learning techniques to predict productivity metric within the business which provided insight to agent performance, drove performance related conversations which led to an increase in productivity by 20%.
- Designed dashboards tailored to different areas of the business which provided actionable insights to aid the leadership team make well-informed faster. Decision-making time reduced from days/hours to minutes.
- Improved customer experience through NLP and statistical concepts such as A/B testing. By redefining key touch points along the customer journey, customer experience improved by 25% in the first quarter.
- Identified and interpreted patterns and trends by exploring different datasets which drove key business decisions.
- Brought data to life through storytelling and by consulting with key stakeholders.
- Produced datasets using SQL which were accessible and used within the wider team, manipulated data, and created scripts from different data sources.

Nov 2019 – Jul 2020

British Airways

Business Executive (Data Analytics)

- Used machine learning techniques to predict airplane downtimes within the engineering department which led to an increase in the airtime of planes and reduced the number of downtimes for planes, hence increasing revenue by 4 times.
- Designed success metrics for senior management for faster and effective decision making by reducing decision-making processing time from an average of 2 weeks to 2 days.
- Created data visualization tools and analytics reports within my team to provide a simpler and user-friendly overview of workload and for easier communication at stakeholder meetings.
- Cleaned data, conducted exploratory data analysis in R and python, extracted data into a tableau environment for visualization of critical data metrics which helped the staff at Heathrow Airport prepare for the busiest periods in the year.

Feb 2019 – Nov 2019

British Airways

Resource Planning Executive

- Supported the Resource Planning team by providing monthly plans used by line managers to predict levels of operational risk based on known demand inputs (passenger and baggage volumes) and supply constraints.
- Collaborated with Operational Managers as well as Resource Delivery Managers to co-ordinate and deliver weekly tactical plans ensuring cost is in line with monthly forecast.
- Created and built optimum rosters, considering industrial constraints which led to a smoother running of operations at Heathrow Airport and increased customer satisfaction.

Aug 2016 – Feb 2019

Beal High School

Teacher of Science

- Contributed to the development, evaluation and monitoring of the policies, syllabus, and schemes of work of the Science Department.
- Monitored students' prior levels of attainment and maintained student records to provide a differentiated and tailored learning experience for each student.
- Taught OCR curriculum, set and marked coursework, examinations, and other forms of assessments.

Jan 2015 – Sep 2015

Lloyds Banking Group

Case Reviewer

- Scoped complaints to identify issues and consulted with customers as required in accordance with The Financial Conduct Authority (FCA) and regulatory guidelines from initial analysis to final decision.
- Reviewed data gathered and populated Know Your Customer (KYC) profiles with updated information while identifying gaps and completing with relevant information accordingly.
- Consulted with Compliance and other analysts' teams, to ensure risk/issues were escalated in timely and efficient manners to provide customer satisfaction and to avoid fines from the Financial Ombudsman Service.

Mar 2013 – Jan 2015

Deloitte

Case Reviewer

- Managed complex Banking and Savings complaints in accordance with FCA and regulatory guidelines promptly from initial analysis to final decision.
- Performed end-to-end reviews of cases submitted by KYC analysts for accuracy, completeness, and validity.
- Conducted transactional analysis on complex and overseas complaints.
- Kept up to date with the working knowledge of the FCA, Anti Money Laundering processes, Suspicious Activity Reporting, Fraud, Client Due Diligence, and training processes to remain compliant within job role.

EDUCATION

- Sep 2020- Aug 2021 Brunel University of London (MSc Data Science and Analytics)

Relevant modules: *Modern Data, Quantitative Data Analysis, Machine Learning and Data Visualization*

- Sep 2015- Sep 2016 Kings College London (PGCE Chemistry)
- Sep 2008-June 2012 Queen Mary University of London (BSc Chemistry with Forensic Science)
- Sep 2006-May 2008 Merton College (Chemistry, Biology and Mathematics)