

# JAMES EUBANKS



(404) 797-1882



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github.com/jeub

## PROFESSIONAL EXPERIENCE

### WOW! Internet and Cable

2/2022 - Present

#### Data Science Manager

- Created and implemented a “health of the home” project roadmap to detect, monitor, and proactively correct in-home network issues.
- Conducted product selection and ran multiple POCs on graph databases to model network topology.
- Constructed a centralized data architecture and data pipeline diagrams for integrating with 10+ distinct systems
- Developed REST API endpoints in the FastAPI framework to perform data validation and CRUD operations data flowing into the graph database.
- Deployed applications, pipelines, and databases utilizing GitLab Runners for DevOps and Kubernetes for container orchestration.
- Implemented a master data management solution for the network operations and engineering teams.
- Managed a team of 3 data scientists and data engineers and ensured development timelines aligned with work being performed in other parts of the organization.

### Cox Communications

11/2020 – 2/2022

#### Data Scientist

- Designed and Implemented A/B tests in support of Customer Care operations.
- Created a project charter for an anomaly detection and process control ecosystem.
- Identified and reduced customer care interactions resulting in a reduction of overall OpEx spend.
- Modified an existing network outage detection and notification model to preemptively identify network outages based on anomalous customer call volumes.
- Developed ETL packages utilizing pySpark, EMR, AWS Step Functions, and Oozie workflow, and took the “Apollo” project from prototype to production in under six weeks.
- Performed customer deep dive analytics on multiple internal software systems including Splunk logs and a PEGA based workflow system, and identified opportunities which resulted in an approximate \$1 M reduction of annual OpEx spend.
- Identified opportunities for automation, knowledge discovery, decision-making, optimization, and new capabilities.
- Mentored junior members of the team and worked closely with interns to instill professional development and documentation strategies.

### NCR

8/2020 – 11/2020

#### Data Scientist (Contract)

- Designed and implemented machine learning application architecture for the “Intelligent Kitchen” project within Google Cloud Platform.
- Identified data sources for intelligent routing, capacity planning, and order time predictions.
- Solved business problems by building predictive models using xgboost, sklearn, and survival analysis.
- Created pytest testing suite and documentation for backend API built with Flask-RESTx.
- Served as Tech Lead under the VP of Engineering until an FTE could be identified and hired.

## EDUCATION

### Kennesaw State University

Kennesaw, GA

- Masters of Science Applied Statistics Graduation 5/2023
- Bachelors of Science Mathematics Graduated 5/2014

### Texas Tech University

Lubbock, TX

- Studied Mechanical Engineering 8/2009 - 5/2011

## TECHNOLOGY SKILLS

- Pandas, Matplotlib, Scikit-Learn
- PyTorch, TensorFlow
- Google Cloud Platform, Google Big Query
- SQL Server, PostgreSQL
- MongoDB
- AWS, Step Functions, Lambda, EMR, Airflow
- FastAPI, Flask
- Sisense, Tableau

## PROGRAMMING

- Python
- SQL
- JavaScript
- R

## MILITARY

### US Marine Corps

11/2006 – 4/2014

#### Sergeant

Squad Leader

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## PROFESSIONAL EXPERIENCE (Cont.)

### Workforce Logiq

3/2016 – 8/2020

#### ***Data Science and Statistics Manager & Enterprise Data Architect/Scientist***

- Managed a team of 4 working on key data science, machine learning, and AI projects.
- Responsible for designing and developing models with Python. Cleaned, curated, and published data sets with Python and SQL.
- Developed the company's Machine Learning/Artificial Intelligence roadmap. Created product plans and prototyped SOW Cost Estimation and SOW Document Generation models (nltk).
- Designed and developed Azure based Flask application for extracting data from multiple sources while providing the user “drag and drop” functionality with a React front end.
- Created and prioritized product development work using the Agile methodology.
- Worked with stakeholders to architect data warehouse solutions to meet analytics requirements.
- Trained the Business Intelligence and Data Engineering teams on Sisense and Elasticubes.
- Mentored members of the Data Engineering team in Python, PostgreSQL, and API requests.
- As a member of the Data Governance Committee comprised of individuals from across all aspects of the organization, created data ingestion rules ensuring high data quality.
- Wrote policy and procedure, training, and technical documentation for Data Services.

### Interactive Communications (Incomm)

4/2015 – 3/2016

#### ***Network Optimization Analyst***

- Developed a supervised machine learning model to estimate changes in call volume.
- Automated customer price sheet generation.
- Identified and mitigated fraudulent call traffic, and developed a rudimentary automated fraud detection technique.
- Managed telecom routing and vendor relationships for 15+ countries.

## OTHER EXPERIENCE

### Trilogy Education Services

5/2019 - present

#### ***Instructor – Data Visualization Bootcamp at Vanderbilt University***

- Introduce students to machine learning and big data concepts by teaching data cleaning, preparation, transformation, and visualization techniques using Python and JavaScript.
- Prepare students for real world situations through project work and iteration.
- Discuss in detail the relationship between “front-end” and “back-end” and how both relate to data analytics and visualization.