

Leah M. DeYoung

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SUMMARY

Proven track record of accelerated learning curves, strategically convening high-impact teams, and training staff. 3+ years of project and program management with a social justice background. Skilled in data analysis, data science, project management, quality control, communication, and cross-functional team cooperation.

SKILLS

Python (Pandas, NumPy), Visualization (Matplotlib, Plotly-Express), Machine Learning (SciKit-Learn, PyTorch, TensorFlow), Project Management (JIRA), SQL (MySQL, PostgreSQL, Microsoft SQL Server), Docker, AWS.

TECH PROJECTS - DATA SCIENCE AND MACHINE LEARNING

Python Question/Answer Generative Chatbot: [Code links](#) [Demo Video](#)

- Utilized Llama2, HuggingFace, and Langchain within Python.
- Fine-tuned a large language model to respond to questions posed.
- Created user interface using Chainlit and deployed on Google Colab and AWS.

Customer Churn Data Analysis and Machine Learning Models: [Code links](#) [Demo Video](#)

- Applied Pandas, SciPy, NumPy, Matplotlib, and SciKit-Learn within Python.
- Developed multiple machine learning models and used cross-validation to predict churn.
- Created a final report to recommend the best model to make predictions and promote customer retention.

Ride-Sharing Data Analysis: [Code links](#) [Demo Video](#)

- Utilized PostgreSQL as well as Pandas, NumPy, and Plotly within Python to analyze taxi businesses' public data.
- Drilled down via PostgreSQL to identify specific routes and days to narrow down data for analysis.
- Tested hypotheses for the adoption of rideshare services and gave recommendations for service expansion.

EMPLOYMENT

Dataspeak

New York City, NY (Remote)/October 2023 – November 2023

Data Scientist

- Implemented a Large Language Model (Llama2) and fine-tuned with Retrieval Augmented Generation (Langchain) to create a customer service chatbot, allowing the client to reduce wait times and cut costs by 20%.
- Leveraged HuggingFace libraries and Pinecone storage to create and store context for immediate retrieval.
- Generated interactive and understandable user interface using Chainlit to allow any user to interact with the model quickly and effectively.
- Deployed model using Google Colab, then Docker and AWS, to improve the speed and efficiency of the model.
- Presented results to the client to explain why the model was effective and met the needs of their customers.

City of Madison Dept. of Civil Rights

Madison, WI (Remote)/January 2022 – May 2022

Paralegal/Mediator Intern

- Performed complex meta-analyses and drafted decision documents for 4 prospective cases in 5 months to assess eligibility based on criteria defined by local, state, and federal law.
- Partnered with the supervising paralegal/mediator to research and mediate complaints on public access, employment, and housing with a 100% success rate.
- Employed case management software such as CityLaw to accurately manage up to 20 cases.
- Collected, tracked, and analyzed data on current state laws and the implications for local civil rights decisions.
- Conducted legal research analyzing case precedent to provide recommendations for department advisors.

SPS Commerce

Minneapolis, MN/June 2014 – December 2019

Program Manager/Software Engineer II (November 2018 – December 2019)

- Created and managed project plans for a scalable and reliable data pipeline, showing value to suppliers by providing accurate retail sales data and meeting 100% of targets within 3 months.
- Developed ETL systems to monitor and quality check data completeness and accuracy by using Python, C#, and SQL resulting in a 70% increase in engineer productivity over 1 year of implementation.
- Managed and assigned resources to complete 4 to 6 concurrent projects on cross-functional initiatives to promote efficient and effective completion of tasks.
- Supervised and advocated for the Ukraine development team to ensure a successful transition to project teams.
- Engaged in strategic and tactical communication with the Chief Technology Officer and Technology Vice Presidents to drive a consistent message and simplify communication for internal and external stakeholders.

Quality Engineer II (June 2017 – November 2018, promoted)

- Engaged in cross-functional collaboration with engineering, management, and product teams by performing quality testing using Java and SQL promptly, as evidenced by meeting deadlines consistently.
- Designed and implemented test plans according to team development and testing processes to ensure accurate implementation of new data transformation maps.
- Performed regression analysis and identified regression-ready tasks to eliminate conflicts of interest and improve customer experience with a 98% success rate of first-time fixes.
- Updated and re-structured training material for new quality engineers and software engineers to decrease ramp time by 50% and allow new engineers to start working on production tasks within 1 week of starting.

Support Specialist I (June 2016 – June 2017, promoted)

- Performed in-depth exploration of causes and trends in data transmission and content errors using SQL to educate the Customer Support team on opportunities for client education, improving client error rates by 25%.
- Collaborated with migrations project manager to integrate support processes with technology processes and served as communication liaison between the two organizations.
- Evaluated and escalated issues and risks from Support to Development teams to ensure prompt and accurate resolution.

Senior Support Analyst (June 2014 – June 2016, promoted)

- Coached Asia Support team in best practices and identified training opportunities to encourage independence and improve processes resulting in team independence within 1 year.
- Proactively identified gaps in AS2 communication knowledge to create and update training materials for future team members to utilize in daily troubleshooting.
- Facilitated training sessions for new employees and subject matter experts in AS2 troubleshooting and maintenance to expand team knowledge and add 3 new subject matter experts.

EDUCATION

Madison Area Technical College

Madison, WI (remote learning)/May 2024

Postbaccalaureate Certificate – Paralegal/Legal Studies

GPA 3.733

TripleTen (fka Practicum)

Remote Learning/January 2023 – November 2023

Data Science Certification Program

University of Wisconsin – Eau Claire

Eau Claire, WI/May 2014

Bachelor of Arts (B.A.) – Spanish and Organizational Communication, *magna cum laude*, University Honors

GPA 3.56