Alvis Chung

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[GitHub](#) | [LinkedIn](#)

Experienced Data Analyst with a 7-year background in the Data Analytics field, proficient in SQL, Python, R, and Tableau. Skilled in developing visualizations to address practical challenges in real-time, managing and updating databases in both non-cloud and cloud environments, and handling machine learning models. Demonstrated success in automation, deploying model, ETL frameworks and optimizing data analyses. Seeking a Data Scientist Position.

EDUCATION

University of North Carolina at Charlotte | **GPA 3.8/4.0**   *August 2021*
Master of Science (**M.S.**) - Data Science and Business Analytics

University of North Carolina at Charlotte | **GPA 3.5/4.0**   *May 2017*
Bachelor of Science (**B.S.**) - Business Administration, Finance

Coursework: Applied Machine Learning, Cloud Computing and Data Analysis, Visual Analytics, Big Data Design, Business Intelligence and Analytics, Big Data Competitive Advantage, Advanced Business Analytics, Software System Design and Implementation, Knowledge Discovery in Database, Consumer Analytics

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EMPLOYMENT

<u>JetBlue Airways Corporation.</u>   Long Island City, NY
Senior Analyst, Data Analytics   *September 2021   Present*

- Implemented cross-departmental relational databases using **SQL** in **Snowflake/Oracle SQL Developer** with 150+ data tables to solve problems from different teams.
- Developed 10+ interactive **KPI dashboards** using **Tableau** to provide real-time insights.
- Automated daily reporting and data appending processes with **Python**, **SQL**, and **R**, reducing preparation time by over 80%.
- Built machine learning models (**logistic regression, decision tree**) predicting success likelihood of business/leisure customers, resulting in a 20% increase in advertising revenue through marketing campaigns.
- Collaborated with the data team to build **data pipelines**, ensuring the timely migration of 5M+ customer raw data from historical records in Oracle to Snowflake. This enhanced data extraction and reporting efficiency by 30%, with version-control integrated through **GitHub**.

<u>Bank of America Corporation.</u>   Remote
Risk Analysis Specialist I   *August 2020   September 2021*

- Created a **Tableau** dashboard to assess **data quality**, calculating 95% confidence intervals (**upper/lower limit**) on all portfolios within the quantitative team. This resulted in real-time detection of known data issues every day.
- Consistently utilized **SAS** and **SQL** to assess the impact of COVID-19 on the banking products and customer relationships. Conducted thorough **exploratory data analysis** and provided recommendations for revenue enhancement based on customer behavior.
- Managed the stewardship of overdraft, small business card, and mortgage portfolios by analyzing and reporting on key revenue drivers. Facilitated the creation of a profit plan and contributed expertise in analytics and critical thinking through analysis.

<u>Bank of America Corporation.</u>   Charlotte, NC
Senior Operations Analyst   *July 2017   August 2020*

- Analyzed 100K+ financial data rows from the Financial Data Warehouse using **Excel** functions such as **VLOOKUP** and **pivot tables**.
- Deployed an information extraction tool (**OCR**) to extract text and relative information from invoice PDFs, achieving 92% accuracy.

- Enhanced workflow by creating self-made **Excel** templates, reducing Concur report preparation time by an hour.
- Applied audit **data analysis** skills to verify month close balance and complete journal entry testing for 20+ international countries.
- Led the team to examine employee feedback to ensure proper allocation of task time to each employee, optimizing operational efficiency.

TECHNICAL PROJECTS

Airbnb Data Analysis   (https://github.com/NgaitikC2/Data-Science-Advanced-Business-Analytics-NYC-Airbnb)
- Built **ARIMA time-series** model to predict Airbnb market trends, evaluating models with random walk and MAPE.
- Conducted **topic modeling** to identify important topics influencing the prediction of future Airbnb market performance.
- Utilized **R** (**Tidyverse, Ggplot2**) for **data cleansing**, **exploratory data analysis**, and **visualizations**, assessing the impact of COVID-19 on future occupancy rates and average monthly reviews.

Worker's Compensation Claims Analysis   (https://github.com/NgaitikC2/Data-Science-Project-Workers-Compensation-Claims)
- Developed a **logistic regression** predictive model in **R** (**Readr, Tidymodels, ROCR**) on worker data, predicting litigation likelihood based on confusion metrics and AUC value with strategic recommendations.
- Conducted **data cleaning** in **R**, created visualizations in Tableau, and implemented **Python data pipelines** for efficient **ETL** processes on the cleaned datasets.

William Douglas Management HOA Competitive Analysis   (https://github.com/NgaitikC2/Data-Science-Project-WDM-HOA-Management)
- Performed text **sentiment analysis**, **topic modeling**, and competitor analysis on companies' reviews and customer feedback using techniques like **stemming**, **lemmatization**, and text-similarity method.
- Scraped real estate data from Zillow to identify work opportunities for WDM based on recent house prices trend and vacation properties.
- Conducted in-depth **exploratory data analysis** using Google Analytics and Facebook Analytics to measure customer **click through rate**, preferences, and engagement patterns.

New York City Taxi Data Analysis   (https://github.com/NgaitikC2/Data-Science-Project-Cloud-Data-Analysis-AWS-NYC-Taxi)
- Conducted data cleansing using **Python** (**Pandas, NumPy**) and created an **S3 storage** and **EC2** instance to process in **AWS Sagemaker**
- Created visualizations on raw datasets to identify potential features using **Python** (**Matplotlib, Seaborn**).
- Utilized **Python** (**Scikit-learn**) to construct **AutoML** models (**logistic regression**) for real-time prediction of taxi trip time during day or night.
- Analyzed cost estimation for model building across different cloud platforms, including GCP and Azure.

SKILLS SUMMARY
- **Programming:** SQL (MySQL & Oracle SQL), Python, R, JavaScript, HTML, CSS, SAS, GitHub
- **Tools:** ETL (data pipelines), Data Warehouses, Spotfire, Tableau, Git, Visual Studio, Jupyter, Microsoft Office
- **Cloud Services:** Snowflake, AWS (Athena, S3, EC2, IAM, Redshift, SageMaker), Databricks
- **Languages:** English, Cantonese, Mandarin
- **Hobbies:** Fitness, Soccer, Badminton, Ping-Pong