FIX-IT 311
FUN FINDINGS IN NYC

2018 AT A GLANCE

Think the subways are bad?

Complaints to the Taxi Limousin Commission were by far the longest time to close at 1255 hours (52 days!)

202

AVERAGE # OF HOURS TO CLOSE A COMPLAINT

Best Community Board Resolution
### STATEN ISLAND 2ND
123 HOURS

Worst Community Board Resolution
BROOKLYN 12TH
300 HOURS

COMPLAINTS HALL OF FAME:

★ 3 COMPLAINTS ABOUT TANNING SALONS. 2 FROM THE SAME PERSON

★ 1 PERSON KEEPS CALLING ABOUT THE BOTTLED WATER AT A CVS IN JAMAICA

★ MORE PEOPLE COMPLAINED ABOUT UNSANITARY PIGEON CONDITIONS THAN PAN-HANDLING (56 TO 42)

311 IS STILL A PHONE CALL AWAY

61% OF COMPLAINTS STILL ARE MADE VIA PHONE

Mobile 14%

Online 25%

Phone 61%
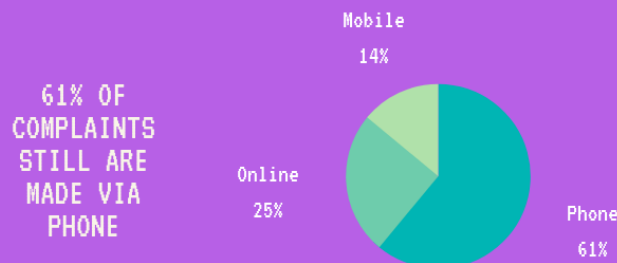
KEEP COMPLAINING NYC

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Data Scientist

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Summary

With 12 years providing business intelligence analysis to both enterprise and small business owners, I have recently taken time to grow my skill set to work in the field of Data Science/Engineering. Possessing a unique perspective from front line operations to back end decision making, I believe data is the key to drive business decisions and operation simplification.

I am an intelligent and energetic problem solver who is able to work independently and manage my time efficiently. I have the drive and technical ability to keep up with today's consumer and business solution expectations.

Experience

Business Consultant/Data Analyst - 7-Eleven   2016 - 2018

− Lead, consult with, and influence a group of 9 to 13 independent business owners to develop, update and execute operational plans and strategies, including merchandising, guest experience and store operational infrastructure utilizing Oracle Database products
− Weekly/Monthly reviews utilizing proprietary ISP data tools to analyze and understand business P&L
− Address performance issues in a timely manner using custom created data infographics to influence decision making

Category Analyst - Petroleum Marketing Group   2014 -2016

− Negotiated vendor discounts and rebates to 83 stores using data trend
− Created and implemented product promotions utilizing supplier incentives and set breakeven goals by store for promotion success
− Provided District level category analysis to relevant departments utilizing Oracle and SQL
− Merchandising lead on construction and remodel of 25+ store conversions to Circle K

Intelligence Analyst - United States Army National Guard   2003 -2007

− Worked in direct support of Brigade Headquarters S-2 commander to supervise, coordinate, and participate in the analysis, processing, and distribution of strategic and tactical intelligence
− Processed incoming reports and messages; determined the significance and reliability of incoming information; established and maintained systematic, cross referenced intelligence records and files

Skills

Python – NumPy, Pandas, Dask, SciPy, Scikit-learn

Apache - Spark AWS, Spark SQL, Hadoop

SQL - PostGres, SQLite3, Oracle

NoSQL - MongoDB, DynamoDB

AWS - S3, EC2, RDS, Lambda

GIT/SVN version control

HTML/XML/CSS/JSON

Linux/Ubuntu/MS/Mac

Shell/Bash scripting

MS Excel- Pivot, Macros, VBA

Data Visualization - MatLab, Seaborn, Folium

Web Scraping

Text Mining

Natural Language Processing

Bayesian Statistics

Predictive Modeling

Supervised/Unsupervised Machine Learning

Neural Networks

Education:

Galvanize
Data Science

CUNY City Tech
Computer Science

VCU
Applied Mathematics