

# CHARLOTTE MAY

Senior Data Scientist | CAP | DASCA

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## SUMMARY

With eight years experience working as a data scientist and more than ten years of strong academic background in analytical modeling and programming, I strive to bring high-quality business intelligence solutions to businesses seeking higher efficiency. With expertise in advanced statistical algorithms, machine learning and forecasting, I have also worked on over 1150 high performance parallel processing applications using C++ and C.

## EXPERIENCE

### Senior Data Scientist - Marketing Team

Dell

2018 - Present Phoenix, AZ

- Turned data into actionable insights, providing C-suite stakeholders with insightful recommendations to streamline business operations and improve customer experience.
- Generated statistical reports and visualizations, providing key insights for more than 20 marketing campaigns and initiatives, including A/B testing, customer retention, brand awareness, and global expansion.
- Worked with senior leadership to develop and implement digital marketing strategy, identifying and implementing new tactics to improve campaign performance by 50%, resulting in 250% increase in revenue from search marketing campaigns.

### Senior Data Scientist

Metro

2018 - 2020 Phoenix, AZ

- Designed and implemented a machine learning system that predicts hardware malfunction with more than 80% accuracy.
- Created global and personalized real time reports system for executives stakeholders and processes in SAS, Tableau, and proprietary systems.
- Worked closely with a team of data engineers and BI analysts to improve the efficiency customer recommendation analytics engine by 33%.

### Data Scientist

Drouin S.A.R.L.

2014 - 2018 Phoenix, AZ

- Collected technical requirements for \$500K+ customer accounts, defining data rules for and KPIs for performance metrics.
- Perform HR data collection and a variety of statistical analyses using Microsoft Excel, SAS, Tableau and Python.
- Assisted senior data science team in building innovative machine learning models and segmentations for personalization initiatives to drive margin, revenue, and conversion.

## EDUCATION

### BS: Data Science

UC, Berkley

2008 - 2012

GPA

4.0 / 4.0

## TECH STACK

Python

Java

C

Scala

R

Hadoop

Rapid Miner

QlikView

MongoDB

HDFS

HBase

MapReduce

flask

scikit-learn

SAS programming

SPSS

## KEY ACCOMPLISHMENTS

### Implemented and designed a machine learning system

that predicted malfunctions in server hardware with more than 80% accuracy.

### Optimized customer recommendations model

that resulted in 22% revenue growth in regional stores.

## STRENGTHS



### International internships and experience

4 internships in Singapore and Norway



### Hard-working

Studying 2 majors simultaneously while - for some time - also working alongside at Deloitte. Habituated to long days.



### Solving complex problems

Due to my Law and IT education