

Sterling Hayden

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PROFESSIONAL SUMMARY

Curious problem solver with a strong foundation in Python, machine learning, and statistics; passionate about leveraging data to uncover insights, develop solutions, and drive informed decisions.

Programming: Python, R, SQL

Software: Amazon Web Services, Google BigQuery, Power BI, Tableau

Math/Statistics: Time Series Forecasting, Optimization, Bayesian Statistics, Data Mining

EDUCATION

M.S. Analytics: Institute for Advanced Analytics, NC State University | Raleigh, NC May 2025

B.S. Data Science, Minor in Statistics: University of Arkansas | Fayetteville, AR May 2024

PRACTICUM

Wells Fargo | Scrum Lead Sep 2024—Current

- Identify KPI drivers for the complaints team to enhance customer service outcomes and improve KPI performance; evaluate driver impacts utilizing Python, statistical analysis, and machine learning.
- Source and integrate external data into customer service KPI models, enhancing model performance and providing insights beyond internal data sources.
- Employ time series forecasting in R to analyze and predict demand fluctuations for the escalated complaints team, enabling better optimization of employee allocation.
- Engineer an outlier detection model in Python to identify customer service representatives exhibiting performance anomalies, generating alert reports in Tableau to notify stakeholders.

WORK EXPERIENCE

University of Arkansas | Undergraduate Research Assistant | Fayetteville, AR Sep 2023—May 2024

- Coordinated data collection on financial risks associated with climate change, liaising with Army stakeholders to gather and analyze climate data and assess the financial impacts.
- Synthesized research findings into comprehensive documentation and communicated complex climate modeling concepts to non-technical stakeholders.

Tyson Foods | Data Science Intern | Springdale, AR May 2023—Aug 2023

- Improved pose estimation accuracy by implementing NVIDIA's Deep Object Pose Estimation model in Python and PyTorch, using a convolutional neural network to predict chicken poses.
- Generated large-scale synthetic data using NVIDIA Isaac Sim on AWS EC2, improving the realism and alignment of the data for the company's use case.
- Researched emerging trends in computer vision; substantially expanded expertise in model building and data science best practices.

Tyson Foods | Distribution Analytics Intern | Springdale, AR Mar 2022—Mar 2023

- Assisted team with Google BigQuery SQL queries and Power BI reporting.
- Conducted a nonparametric statistical test that guided management to a decision netting in cost savings of ~\$40,000.
- Led the integration of predictive analytics by creating datasets in Google BigQuery, forming the foundation for a machine project to predict trailer overages and shortages.