**Objective**

Join an existing analytics or **data science** team or build a new one in an environment where creativity and innovation is championed balanced with thoughtful investment judgement. Leverage all my data-centric solution building skills including data science, software development and product & program management to build truly outstanding solutions that improve revenue opportunities, advance operational excellence or improve the customer experience.

**Industry Experience**

✓ FinTech ✓ Healthcare ✓ Manufacturing ✓ Consulting ✓ Technology

**Summary**

Distinguished IT leadership experience in data science, technical product & program management and application development:

Application Development & Data Science:

* Design, test, validate and deploy **machine learning algorithms** in a variety of industry settings using expertise in **R** using **AzureML** for production **API operationalization**. **Churn**, **propensity**, **segmentation**, **turnover**, **anomaly** **detection** and **natural** **language** **processing** models developed and deployed.
* Developed lead selection **machine learning** **algorithms** resulting in $1M+ annual revenue uplift
* Designed production customer segmentation **machine learning** **algorithms** to improve web experience and funnel performance.
* Led solution design to implement **Big Data** infrastructure including data lake, Data Catalog, Hadoop, **Spark**, Kafka and **R Server**.
* Improved online customer experience using machine learning algorithms (**XGBoost**, **LightGBM**) to match the customer with the optimal web experience.
* Optimized algorithms built on highly unbalanced data using a variety of tools include over/under, **ROSE** and **SMOTE**.
* Before the era of **Big Data**, developed analysis services solution to identify population health trends, patient falls predictions and outbreak alerts.

Product & Project Management:

* Chief leader in large organization responsible for the development of a new business line focused on a large-scale **analytics** platform and related applications. Revenue increase within 2 years > $XX M
* Led and managed the selection, configuration, testing and deployment of an enterprise suite of applications after building the **solution architecture**. Project budget >$XX M.
* Developed and managed a team of highly skilled IT engineering resources to rapidly and profitably grow a regional IT consulting organization. Returned company to **positive cashflow** within 9 months.
* Managed **90-member team** in multi-year migration from mainframe-based information system to a new health information (EHR) system.
* Recruited, trained and mentored Program Managers to **build Program Management Office**.
* Lead technologist responsible for the design, development and deployments of **new technology platforms**.
* Developed key new healthcare IT applications including Pharmacy and CPOE leading to successful General Availability. Development Budget >$XX M.
* Custom **machine learning R algorithms** deployed to **DataRobot** for production use.

**Specific Data Science Skills**

|  |
| --- |
| R Programming |
| Exploratory Data Analysis |
| Inferential Statistics |
| Machine Learning |
| Data Storytelling |
| Feature Engineering |
| Big Data Infrastructure Design |
| AzureML |
| PowerBI |
| Text Mining |
| API Development |
| Requirements & Documentation |
| Data Science Mentoring |

**Employment History**

**ALLY**, Charlotte, NC May 2018 – Present

**Building & Leading a Team of Data Scientists** in the Customer Information Analytics Team driving predictive analytics capabilities across the enterprise. Developing an Ally-wide **data science collaborative** consisting of data scientists, business analysts and others passionate about data driven decision making to leverage a new **Spark/Hadoop big-data** solution to drive down operational costs while identifying new revenue opportunities. Developing algorithm solutions from HR, Banking, Auto and Operational functional areas.

**VALOREM** (Microsoft), Kansas City, KS (Remote) Sept 2017 – May 2018

**Building & Leading a Team of Data Scientists** in a new consultancy practice to support current clients and develop new business opportunities. In first 6 months grew revenue 3X by deepening existing relationship with Microsoft and finding new opportunities working in concert with an internal sales team and leveraging Microsoft Account relationships. P&L responsibility for the new Modern Digital Insights Practice. Directly led algorithm development for Microsoft and other clients including customer and store **churn analysis**, **customer satisfaction forecasting** and **construction project planning and forecasting**.

**LENDINGTREE**, Charlotte, NC July 2015 – Sept 2017

**Director Technology** Product Management responsible for the requirements, design, build and deployment of new technologies, architectures and applications to grow company capitalization from $1B to $10B in 4 years. Introduced data science into the development process to uncover new opportunities, improve operation efficiencies and delight customers for life.

**R IS MY HAMMER!** 2014- Present

Helping small businesses and non-profits design, implement and continuously reinvent themselves by leveraging data science and machine learning. **Customer churn**, **buying propensity**, **anomaly detection**, **customer segmentation**. Build small **data science teams** to ensure the projects are implemented and new ones planned.

**MCKESSON**, Charlotte, NC 2006 - 2014

**Technology Product Manager** setting the technology direction of an enterprise application suite, including all infrastructure decisions and adoption of new application architectures while envisioning and developing enterprise software solutions. Responsible for the coordination of the cross-functional teams composed of business leaders, sales, marketing, services, support, business analysts, development, internal support functions and external customers. (50% customer facing.) Led the focus on **healthcare analytics**.

**MEMORIAL HOSPITAL**, York, PA 2003-2006

**Director of IT** that developed and implemented the hospital’s **strategic technology investments** by leading the selection and implementation of new technology architectures, systems, and services in alignment with the hospital’s 5-year business plan. Recruited, hired, trained, and mentored departmental staff. Established and managed vendor relations. Maintained IT security across all facilities.

**IMC MAGNETICS**, Tempe, AZ 2000-2003

**Program Manager – Major Programs** serving on Senior Leadership Team providing technology strategy and planning while accountable for key customer accounts and programs valued at 83% of the company’s total annual revenue. Designed customized software solutions to resolve **complex customer issues**.

**THE NETWORKS INC**., York, PA 1999-2000

**Director of Engineering Services** and primary technology architect and leader responsible to drive profitability by adroitly managing engineering resources. Managed all technology licensing, integration efforts, technology needs assessments, systems security, and systems acquisitions.

**OTHER RELEVANT EXPERIENCE:**

Background includes prior roles as **IT Service Manager**, **Director of Technology Assessment**, **Network Engineer** and **Vice President of Engineering** for businesses across diverse industries including IT and defense manufacturing.

**EDUCATION & CERTIFICATIONS**

Formal Education

* Juris Doctor: University of Baltimore, Baltimore, MD
* Master of Business Administration: University of Baltimore, Baltimore, MD
* Bachelor of Engineering Science: Johns Hopkins University, Baltimore, MD

Certifications

* Johns Hopkins - [Mastering Software Development in R](https://www.coursera.org/specializations/r) (Coursera – in progress)
* [Microsoft Data Science Professional](https://academy.microsoft.com/en-us/professional-program/data-science/) (2016)  
  (See <https://academy.microsoft.com/Certificates/78728fbc-330d-4c50-9ea0-600dfb641159> )
* Duke University – [Linear Regression](https://www.coursera.org/account/accomplishments/certificate/YFNNTQPDS6YS), [Inferential Statistics](https://www.coursera.org/account/accomplishments/certificate/YTXBM7NFGQ8T), [Probability & Data](https://www.coursera.org/account/accomplishments/certificate/9296ED9FQQYZ) (Coursera) (2015)
* Johns Hopkins [Data Science](https://www.coursera.org/account/accomplishments/specialization/SJP5H6QZVY6A) Specialization (10 courses)+ Capstone (Coursera) (2015)
* Professional Scrum Master
* Microsoft Technology Associate – Software Development
* Pragmatic Marketing Certified

##### Project Management Professional Certification (PMP)

* Cisco Certified Network Associate (CCNA)
* Microsoft Certified Engineer (MCSE)
* Microsoft Certified Trainer (MCT)

Continuing Education

Most significant courses below. Please see <http://rismyhammer.com/About/courseList.html> for complete list.

* Coursera
  + Johns Hopkins Specialization in Data Science
  + Mastering Software Development in R
  + UVA – Marketing Analytics
  + Duke University
    - Inferential Statistics
    - Probability and Data
    - Linear Regression and Modeling
* Microsoft Data Science Professional (<https://academy.microsoft.com/en-us/professional-program/data-science/> )