ANDREW GILLOCK

apgillock@gmail.com

github.com/andrewgillock · linkedin.com/in/andrewgillock · (210) 749-3019

EDUCATION

The University of Texas at Austin

Master of Science, Business Analytics   May 2023

Coursework Includes: Advanced Machine Learning, Analytics for Unstructured Data, Data Science Programming, Deep Learning, Optimization, Time Series Analysis, Unsupervised Learning

Bachelor of Science and Arts, Biology   May 2022

Minors: Applied Statistical Modeling, Business, Pre-Health Professions

TECHNICAL SKILLS

- Computer Languages:
    - Python: numpy, pandas, sklearn, gurobipy
    - R: dplyr, tidyr, gbm, caret, xgboost
    - SQL: group by, joins, window functions
- Computer Software: Gephi, Gurobi, Airtable, Excel, JMP, PowerBI, PowerPoint, Tableau, Word

EXPERIENCE

Dell Technologies Capstone Project - *Data Scientist*; Austin, TX   Jan - May 2023

- Analyze 1M+ Dell free-form text customer reviews, leveraging natural language processing to extract customer contact trends, volume drivers, and overall sentiment at scale.
- Collaborate with Dell cross-functional teams (i.e. Data Science, Customer Experience) in weekly sessions to coordinate the development and deployment of a customized model to predict the percentage of customers that will contact Dell support multiple times.
- Devise novel data processing schemas to track customer encounters with support teams, offering a strategic approach to working with an ambiguous dataset. Incorporated ChatGPT API in Python, streamlining a process to reduce manual data labeling by 10+ hours.

Dataconomy - *Business Development Intern (Remote)*; Berlin, Germany   May - Aug 2021

- Responded to daily inquiries from European startups regarding paid media campaigns on the Dataconomy media website. Maintained website traffic by hosting interesting and topical authors and content.
- Promoted *Data Natives*, Europe's largest Data Science and AI conference, by contacting 250+ marketing directors to encourage attendance. Filled all guest speaking slots prior to the start of the event.
- Tracked director responses using pivot tables in Excel throughout the duration of the promotional period.

DATA SCIENCE PROJECTS

Classification Investigation - *Predicting Hospital Readmission*   Aug - Dec 2022

- Examined 100K instances of patient hospitalizations using 50 predictive features to pose a prescriptive solution to readmission, which account for millions in annual fines to hospitals.
- Utilized ensemble methods in R's tree and xgboost library to predict readmission using health history. Implemented cost-sensitive learning as a potential solution to asymmetry in the response variable.

Natural Language Processing Analysis - *Scrape My Professor*   Aug - Oct 2022

- Scraped ~16K text reviews from various colleges and universities using Python, incorporating BERTopic modeling and bigram lift analysis as a means of quantifying the relationship between words/phrases and instructor qualities.
- Provided professor recommendations to increase student engagement, experience, and learning outcomes by identifying the key drivers of professor course ratings.

HONORS

- Texas McCombs MSBA Scholarship Recipient   Summer 2022 - Spring 2023
- University Honors   Spring 2020 - Fall 2020, Spring 2022