

# ANDREW GILLOCK

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## EDUCATION

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### 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

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- Computer Languages:
  - Python: gurobipy, numpy, pandas, pytorch, sklearn, tensorflow
  - R: caret, dplyr, gbm, ggplot2, tidyr, xgboost
  - SQL: group by, joins, window functions
- Computer Software: Airtable, Excel, Gephi, Gurobi, JMP, PowerBI, PowerPoint, Tableau, Visual Studio Code, Word

## EXPERIENCE

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### Dell Technologies Capstone Project - *Data Scientist*; Austin, TX

Jan - May 2023

- Analyzed 1M+ Dell free-form text customer reviews, leveraging natural language processing to extract customer contact trends, volume drivers, and overall sentiment at scale.
- Collaborated 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.
- Devised 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

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### 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

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- Texas McCombs MSBA Scholarship Recipient

Summer 2022 - Spring 2023

- University Honors

Spring 2020 - Fall 2020, Spring 2022