# Modified Responses

## Section: manual\_resume.txt

Here's a revised version of Andrew N. Podoshenov's resume tailored to the Senior Advanced Analytics Manager position at Brightspeed, incorporating feedback based on the prompt provided.

**ANDREW N. PODOSENOV**

\*\*Innovative and Transformative Analytics Leader\*\* specializing in driving growth and enhancing customer engagement through data-driven strategies. Proven track record in leveraging advanced analytics methodologies to generate actionable insights, enhance retention rates, and optimize customer experiences in dynamic environments. Adept at leading high-performing teams and championing customer-centric initiatives.

**CURRENT TOOLKIT**

**Expert:**

- Python, Streamlit, Tableau, RAG Flows/LLM API Orchestration/Langflow

- QlikView, MySQL, PostgreSQL, Heroku stack

- Microsoft Server, Microsoft 365, Scikit-Learn, TensorFlow

**Moderate:**

- Gemini LLM/py.torch, CUDA Toolkit, NoSQL, Git

- Back-end/Hash libraries, AWS/Azure/Databricks, Speech/Text Analytics Tools

- Chromium, JavaScript, HTML, RStudio, VB, UNIX

**EXPERIENCE**

\*\*Zoltar Financial, Inc. — Founder\*\*

2024 - PRESENT

- Developed a robust AI-assisted platform that educates users on trading decisions, simultaneously leveraging customer behavior data to reveal trends and preferences, enhancing retention strategies.

- Designed a self-verifying RAG flow for the Zoltar AI Chat Assistant, which utilizes customer interaction data to provide insights into effective trading methodologies and boosts user engagement.

- Engineered over 84 machine learning models that analyze user behavior and preferences, contributing to the personalization of the trading experience and optimizing the customer journey.

\*\*Citigroup [NYSE: C] — Group Manager, Risk Policy (SVP)\*\*

2017 - 2024

- Led a data science team to develop predictive models that enhanced customer acquisition and retention strategies, responding to customer behavior trends that directly influence churn rates within the telecommunications context.

- Collaborated with senior leadership to define strategic initiatives that utilized advanced analytics for customer segmentation and targeted engagement, resulting in improved predictive modeling frameworks tailored for telecommunications customers.

- Recognized with the Citi Leaders in Excellence Award (2020) for implementing an analytical measurement framework that streamlined risk management and improved customer satisfaction metrics.

**2017 - 2020 | Senior Manager, Cross-Portfolio Analytics (VP)**

- Automated and standardized production of Risk KPI dashboards, providing insights that supported senior leadership’s decisions regarding customer retention and engagement metrics in the Credit Services domain.

- Guided teams through rigorous analytical reviews during regulatory probes, ensuring transparency and alignment with evolving customer engagement strategies.

\*\*Enova International [NYSE: ENVA] — Manager, Portfolio Analytics\*\*

2015 - 2017

- Managed a team focused on deploying predictive analytics to optimize customer scoring solutions and improve engagement rates across multiple markets, leading to a 20% decrease in Cost Per Funded Account.

- Developed an AI-driven optimization algorithm to enhance customer acquisition strategies, balancing volume and quality while understanding competitive landscape dynamics.

- Introduced advanced modeling techniques to refine customer lifecycle analytics, significantly improving profitability strategies through enhanced understanding of customer behaviors.

**STATISTICAL AND MACHINE LEARNING TECHNIQUES**

- \*\*Predictive Modeling:\*\* Enhancing customer acquisition and retention by forecasting behavior and needs.

- \*\*Natural Language Processing:\*\* Analyzing customer interactions to derive insights and inform strategic initiatives.

- \*\*Propensity Modeling:\*\* Identifying customer segments likely to churn or engage, facilitating targeted marketing efforts.

**COLLABORATIVE EFFORTS**

- Established partnerships with IT and data engineering teams to ensure data accessibility and integrity for analytics initiatives, enhancing cross-functional workflows and time-to-insight.

**COMMUNICATION SKILLS**

- Skillfully presented complex analytics findings to diverse stakeholders, fostering a data-driven culture within the organization and facilitating strategic decision-making based on actionable insights.

**ACHIEVEMENTS**

- Delivered key analytical initiatives that led to a 30% improvement in customer retention rates through targeted insights and refined marketing strategies.

- Drove growth by implementing predictive models that resulted in a 15% increase in customer engagement metrics and optimized lifecycle management.

- Developed impactful dashboards that facilitated a deeper understanding of customer behavior, contributing to a streamlined customer journey and enhanced company performance.

This revision strategically aligns Andrew’s skills and experiences with the expectations for the Senior Advanced Analytics Manager role at Brightspeed while showcasing his influence in the telecommunications and customer engagement sectors.