

# Bret Harvestine

Statistician Data Analyst at FIS  
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## Experience

<b>FIS</b>	Milwaukee, WI
<i>Statistician Data Analyst – Business Intelligence Center &amp; Mobile</i>	<i>January 2019 – Present</i>
<ul style="list-style-type: none"><li>o Exploratory data analysis using Databricks notebooks with Apache Spark, Scala, and Python for Machine Learning and Data Science</li><li>o Built machine learning models via Databricks notebooks targeting customer retention analysis and natural language processing for FIS mobile banking applications to be presented at InFocus Conference, FL</li><li>o Subject matter expert supporting knowledge transfers in AWS Cloud technology, AWS Components – Identity Access Management, Amazon API Gateway, S3, AWS Lambda, Kinesis Data Firehose, DynamoDB, Redshift, AWS Glue, Amazon Athena, CloudWatch – and Serverless Lambda Architecture</li><li>o Subject matter expert to onboard FIS internal data centers and client consumer data sources to the FIS Intelligence Center Platform ICAX (ADE) for SFTP &amp; Kinesis Firehose data stream ingestion</li><li>o Enabling ad-hoc SQL queries against a hybrid data warehouse solution via data virtualization tool, Starburst Presto for AWS and Oracle Exadata</li><li>o Documented end-to-end Data Pipeline flow &amp; created learning aid's to assist team understanding and step-by-step guides for working with AWS cloud resources</li><li>o Experience deploying AWS resources to a VPC via AWS Command Line Interface and Jenkin Builds using Terraform Script for resource configuration</li><li>o Contribute to software development and code builds for our Scalable Data Infrastructure and Advanced Data Engine code using agile SAFe framework</li><li>o Experience with Software Development best practices for code commits and push code changes: (Jira Branches, Code Review, BitBucket, Jenkins Build, Artifactory, Rundeck, &amp; Finesse testing)</li><li>o Regression testing via Behavioral Driven Development using Cucumber and Gherkin</li><li>o Researched &amp; documented OData Protocol and Open API integration for serverless architecture using RESTful &amp; Websocket APIs for enterprise framework</li><li>o Developed user stories for implementing Open API patterns leveraging AWS serverless cloud infrastructure</li><li>o Researched &amp; documented authentication and authorization practices using JSON Web Tokens (JWTs)</li><li>o Completed acloud.guru course and pursuing AWS Certified Developer – Associate</li></ul>	
<i>Datawarehouse Analyst Internship</i>	<i>June 2018 – January 2019</i>
<ul style="list-style-type: none"><li>o Evaluated leading data visualization tools against Business Requirements &amp; organized Vendor Proof of Concept with Tableau and MS Power BI</li><li>o Researched and documented machine learning use cases and data mining opportunities in Financial Services – Customer Attrition, Customer Segmentation, Default Loan Analysis, Anomaly Detection, etc.</li><li>o Experience balancing program and project level resource forecasts for financial planning</li><li>o Experience constructing 2018 Business Case to eventually be presented to executive board and stakeholders</li></ul>	
<b>Markel Corporation</b>	Waukesha, WI
<i>Product Management Internship</i>	<i>May – August 2017</i>
<ul style="list-style-type: none"><li>o Data research and predictive analytics on pet health insurance analysis using Guidewire</li><li>o Data collection and web scraping on available competitor policy information</li><li>o Actively recorded data into Microsoft Excel and Microsoft Access to prepare queries and data frames</li><li>o Researched and documented newly acquired claims analytics software for regression models</li><li>o Built training documentation and presented results to senior analyst and product management team</li></ul>	

*Customer Service Representative / Accounts Receivable*

*2015, 2016*

- o Sold annual Motorcycle, ATV/UTV/Snowmobile, and Special Event insurance
- o Maximized the customer experience through active listening to document first report of claims
- o Educated customers on insurance options to help guide decisions and answer policy inquiries
- o Secured payments in a fast-pace call center to process new policy sales and renewals
- o Audited and tracked Accounts Receivable and updated reporting within Microsoft Excel

*Customer Care / Administrative Services Unit*

*2014*

- o Organized customer mail, including banking and claim information, through interoffice delivery
- o Oversaw printing management of customer invoices and date sensitive claim renewals and policy documents

**Rockstar Brand Ambassador**

Madison, WI

*Representative for University of Wisconsin-Madison*

*December 2016 – May 2018*

- o Increase brand awareness, product sales, consumer loyalty, marketing/events intern
- o Document and distribute marketing techniques and ideas
- o Create and host social events for product promotion
- o Won Rep of the Month out of the Midwest for the month October 17'

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**Skills**

**Statistics & Mathematics / Computer Science / Problem Solving**

- o Data preparation, Data modeling, Constructing Data Frames, Logistic Regression, Ensemble Learning
- o Use of Scala, Spark SQL, Python, & R for Machine Learning using Databricks MLlib and MLflow on Apache Spark
- o Standard SQL querying and processing data
- o Use Linux, R, and the Slurm job scheduler to run tens of parallel jobs on the Statistics High Performance Computing (HPC) Cluster.
- o Use Linux, R computing via HTCondor to run thousands of parallel jobs at UW's Center for High-Throughput Computing
- o Statistical & Experimental Design for Hypothesis Testing and Multiple Comparisons
- o Great experience with Microsoft Office Suite (Excel, Access, PowerPoint, Word)

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**Education**

**University of Wisconsin-Madison Graduate**

Madison, WI

Bachelor of Letters and Science

December, 2018

Major: Statistics, Actuarial Science Emphasis