# Carolina Rios-Trujillo

Bogota, Colombia | carolina12r@gmail.com | +1 979-402-9741 | LinkedIn | GitHub | Website

## Profile

Data Scientist with over 5 years of experience in developing machine learning models and conducting advanced data analysis within the banking sector. Passionate about leveraging data to drive actionable insights and strategic decision-making. Proficient in R, Python, SQL, and PySpark, with a proven track record of delivering solutions that increase efficiency and business value. Seeking to advance my expertise through a Master's program in Data Science, focusing on predictive analytics and big data methodologies.

## Education

**MIT Professional Education**, Applied Data Science Program                    May 2024 – Aug 2024
Relevant Coursework: Machine Learning, Big Data Analytics, Recommendation Systems, Deep Learning
E-portfolio

**Pontificia Universidad Javeriana**, Bachelor of Science in Economics                    Jan 2015 – Sep 2019
GPA: 3.1/4.0
Honors: Second-Best Teaching Assistant Award
Relevant Coursework: Econometrics, Probability, Statistical Analysis, Microeconomics

## Experience

**Senior Data Scientist, Customer Analytics**, Banco Davivienda – Bogota, Colombia        May 2024 – Sep 2024

- Led development of advanced predictive models and data solutions that resulted in a 10% increase in savings account balances.
- Engineered a churn prediction model for corporate payroll agreements, enabling proactive interventions that reduced disengagement risk.

**Semi-Senior Data Scientist, Customer Analytics**, Banco Davivienda – Bogota, Colombia        Nov 2022 – May 2024

- Developed classification and clustering models that contributed to a 1-point increase in Net Promoter Score.
- Collaborated on building a Feature Store, optimizing modeling time from 4 weeks to 1 week, significantly improving data scientist's efficiency.

**Semi-Senior Data Scientist, Transactional Analytics**, Banco Davivienda – Bogota, Colombia        Jan 2022 – Nov 2022

- Led customer digitization strategies, utilizing machine learning models in R and Python to boost digital adoption by 2 percentage points.
- Optimized data pipelines and analytics processes, enhancing the accuracy of digital behavior insights.

**Data Scientist, Transactional Analytics**, Banco Davivienda – Bogota, Colombia        Oct 2020 – Jan 2022

- Redefined the customer digitization index, revealing a more accurate digitization rate of 65% vs. the previously estimated 80%, refocusing marketing efforts effectively.
- Analyzed large datasets to build predictive models that increased customer digitization by 1 percentage point.

**Junior Data Scientist, Transactional Analytics**, Banco Davivienda – Bogota, Colombia        Sep 2019 – Oct 2020

- Identified data trends and correlations using SQL and R, enhancing customer understanding for business units.
- Developed interactive dashboards in Google Data Studio and Microsoft Power BI, serving as control panel for the Transactional Analytics team and marketing teams.

**Student Intern, Analytics Department**, Banco de Bogota – Bogota, Colombia        Jan 2019 – Jul 2019

Reformulated credit card churn model using R Studio, achieving a reduction in the bank's costs as the previous model was developed by a third party company.

## Technical Skills

**Programming Languages:** R (Advanced), Python (Intermediate), SQL (Advanced), PySpark (Advanced)

**Data Technologies:** BigQuery, Cloudera, Looker Studio, Dataiku, Microsoft Excel

## Distinctions

**10th Place Couple, National AI Hackaton Competition** – Colombia    Aug 2020

Recognized for developing top forecasts of the exchange rate and employee churn predictions using R.

**Second-Best Teaching Assistant, Pontificia Universidad Javeriana** – Bogota,    Oct 2017
Colombia

Awarded based on outstanding student performance and feedback in economics courses.

## Courses and Certifications

**Applied Data Science Program Certificate**    Aug 2024
MIT Professional Education

**Working with BigQuery**    Jul 2023
Google - Coursera

**Google Cloud Big Data and Machine Learning Fundamentals**    Dec 2021
Google - Coursera

## Skills

**Languages:** Spanish – Native, English – Proficient (TOEFL iBT 103)

**Soft skills:** Adaptability, critical thinking, teamwork, and problem-solving abilities.

**Others:** Intermediate-level tennis player; enjoy participating in sports that foster strategic thinking and perseverance.

## Additionals

**Integration Activities Coordinator, Analytics VP** – Banco Davivienda, Colombia    Nov 2020 – Dec 2023
Organized year-end events for the Analytics Department, improving team
communication and collaboration. Coordinated venues, activities, and schedules for
over 60 team members.

**Volunteer Trainer** – Fundacion Bolivar-Davivienda, Colombia    Feb 2022 – Nov 2022

- Delivered financial education workshops to construction workers, enhancing
  financial literacy and management skills.
- Facilitated conflict resolution activities for children aged 5 to 11, promoting
  non-violent communication and problem-solving.

**Teaching Assistant** – Universidad Javeriana, Colombia    Feb 2017 – Jun 2017
**Courses:** Advanced Microeconomics I and Economics Fundamentals
Provided academic support through supplementary classes and evaluated weekly
workshops. Recognized for exceptional student performance and positive feedback.

**Economics Faculty Integration Mentor** – Universidad Javeriana, Colombia    Jun 2016 – Jan 2018
Led integration activities for incoming economics students, facilitating smooth
transitions into university life. Organized campus tours and introductory sessions
with faculty members.

**Leadership Camp Facilitator** – Universidad Javeriana, Colombia    Aug 2017
Planned and led camp activities focused on developing leadership skills among
participants.