

Ceara Glenn

PROJECTS

Employee Workplace Behavior Analysis

Communications Company • May 2021 – Aug. 2021

- Conducted statistical testing on employees' metrics to provide actionable insights on an employee's productivity
- Presented findings to clients regarding productivity around help ticket requests and employee driving behaviors

FlightSmart

Flight Safety • Feb. 2021- May 2021; Aug. 2020 – Oct. 2020

- Deployed new software functions to existing adaptive learning software product that reviews pilot training data and provides insights and recommendations through IoT data
- Led Subject Matter Expert meeting to inquire about aircraft maneuvers, checklists, and scoring

Customer Service Training Program

Life Sciences Company • January 2021 – February 2021

- Developed a customer service training solution with 6 possible outcomes and 10+ "What If?" scenarios using Watson Cloud Services
- Programmed an NLP scoring script to review Speech-to-Text input and output word error rate and inconsistencies in trainee's speech

Watson Assistant (Chat Bot Integration)

Life Sciences Company • November 2021 – December 2021

- Updated and tested dialog nodes' intents and responses to client's needs
- Communicated with client to review Watson Assistant responses and make any quality control updates needed

Composite Rank Project

dunnhumby • June 2019 – August 2019

- Assessed and determined best Composite Rank method to implement based on retailer's financial and customer data
- Created an algorithm and provided recommendations to produce sales uplift of 1%-5%

EXPERIENCE

IBM

Associate Data Scientist • July 2020 – September 2021

- Completed Projects in Life Sciences, Distribution, and Communications using NLP, Data Analysis, and Statistics skills
- Trained as a Voice Virtual Agent for Watson Assistant
- Volunteered for IBM's Accelerate Program for college students

dunnhumby

Applied Data Science Intern • May 2019 – August 2019

- Operated under Category Management for Meijer to present business insights regarding Shelf Review data using Python and SQL skills
- Formulated and Adjusted Project Scope and Expectations with Data Scientists and Client Lead to meet business objectives

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🌐 cearaglenn.github.io

EDUCATION

Michigan State University

MS in Business Analytics

GPA: 3.93

December 2019

University of Cincinnati

BBA in Accounting & Information Systems

December 2015

SKILLS

- ✓ Python
- ✓ Pandas
- ✓ Numpy
- ✓ Matplotlib
- ✓ Regular Expressions (re)
- ✓ Glob
- ✓ Scipy
- ✓ PySpark
- ✓ Scikit-Learn
- ✓ NLTK
- ✓ Natural Language Processing (NLP)
- ✓ Text Mining
- ✓ R
- ✓ RStudio
- ✓ SQL
- ✓ Excel
- ✓ Tableau
- ✓ Docker
- ✓ Watson Cloud Services
- ✓ Google BigQuery
- ✓ Visual Studio Code
- ✓ JSON
- ✓ GitHub
- ✓ Data Analysis
- ✓ Data Cleaning
- ✓ Data Collection
- ✓ Data Visualization
- ✓ Data Wrangling
- ✓ Leadership
- ✓ Communication
- ✓ Presentation
- ✓ Project Management