

Christopher Lee Messer

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SKILLS

Programming Languages: Python (Pandas, Scikit-learn, PySpark, NumPy), SQL (T-SQL, SparkSQL), R, Java

Cloud Services: Azure, AWS

Data Visualization Software: Tableau, PowerBI

Professional Certifications: Texas Certified Public Accountant (CPA)

PROFESSIONAL EXPERIENCE

Deloitte Consulting, Deloitte & Touche LLP

September 2018 - Present

Senior Data Science Consultant, Deloitte Digital

- Performed recency, frequency, and customer lifetime value analyses to cluster customers into strategic marketing target groups. Measured campaign success using A/B testing, reporting a 6% month-over-month revenue increase
- Partnered with Engineering, Product, and Revenue Operations to identify customer groups most likely to raise incidents using a decision tree model, resulting in a billing system migration of 10K customers with 0 churn
- Developed and implemented a logistic regression model to analyze contributing factors to customer churn, resulting in the identification of a \$43M revenue leak
- Led a team of 6 to identify Generative AI use cases across Telecommunication, Technology, and Media industries, resulting in \$25M in sold engagement work
- Organized a panel event with 1k+ attendees on Generative AI and Natural Language Processing

Senior Data Science Consultant, AI & Data Engineering

- Led a team of 12 as a lead solution architect to implement a Azure data warehouse for product inventory, production forecasting, and financial data domains enabling future state analytics reporting under a medallion architecture
- Designed, developed, and implemented the brand contribution allocation logic using Azure Dedicated SQL Pools and DBT to enable brand-level financial reporting for a international wine and spirits distiller
- Designed and developed a Power BI dashboard for a wine and spirits company to identify distributors on discount plans with negative contribution margin, eliminating \$26M of annual losses
- Developed a billing account data quality monitoring tool using Python, Pandas, and AWS (DynamoDB, RDS, and Lambda), reducing customer incident reports errors by 8% over a 3 month period
- Led a cross-functional team of 5 engineers and data analysts to identify and resolve a \$43M revenue leak at a large, online employment board tech company

Senior Auditor

- Designed an outlier detection model to identify unusual transactions for audit selection, reducing audit hours by 3%
- Gathered visualization requirements, retrieved transaction data, and designed and built Tableau visualizations to further audit risk assessment
- Retrieved and analyzed transaction data using Python and SQL
- Managed a team of 7 direct report staff auditors in the completion of a 15,000 hour PCAOB audit of a F100 Company
- Expanded utilization of India based team, increasing offshore utilization by 18% and creating a 24-hour work cycle.

EDUCATION

Georgia Institute of Technology

Master of Science, Computer Science (Machine Learning Specialization)

In Progress

Texas Christian University, Neeley School of Business

Master of Accounting (*Honors*)

B.B.A., Accounting & Finance (*Magna Cum Laude*)