

Chris Umphlett

DATA SCIENTIST

1037 Shelter, Lansing, MI 48912

☎ 517.898.1123 | ✉ christopher.umphlett@gmail.com | 🏠 chrisumphlett.com | 🔗 www.linkedin.com/in/chris-umphlett | 🐦 chris.umphlett

Skills

DATA SCIENCE

- Forecasting, machine learning, big data wrangling, process automation, Discrete Event Simulation, regression analysis, data quality enhancement, data visualization, classification, text mining

APPLICATIONS

- RStudio, SAS EG, SQL Server, Excel (Microsoft Expert certification), Tableau

LANGUAGES

- R, SAS (Base 9 Certified), SQL, VBA

LEADERSHIP

- Former non-profit board member and president, mentorship of peers, explaining technical material to non-technical audience and management, oversight of interns, change management

Experience

Consumers Energy

Jackson, MI

DATA SCIENTIST - CUSTOMER DATA ANALYTICS

Oct 2018 - Present

- Created new Customer Experience Index (CXi) automated reporting. I brought together transactions and survey responses from our web, call center and field channels from disparate sources and created the data architecture in SQL Server for storing the data. I developed code to calculate CXi across different levels of aggregation, create backups and automatically detect data quality issues.
- Linked customer, meter and outage system data to build customer-level outage experience timelines. By understanding the totality of the customer's experience we were then able to use machine learning to determine the aspects of an outage that have the greatest impact on the customer's self-reported outage experience and statistical modeling to quantify the impact.
- Utilized various analytical and statistical techniques to support analytical projects, such as k-modes classification, naive bayes, CART, anomaly detection, feature reduction, time series analysis, linear regression and text mining.
- Discovered and remediated many data quality issues, teaching the team best practices for ensuring quality and catching errors.

Impression 5 Museum

Lansing, MI

PRO BONO CONSULTANT

Nov 2018 - Present

- Created and provide monthly updates of a report giving I5 management visibility to metrics about member renewals.
- Facilitating a partnership between MSU Business School and I5 to have students do consulting project in Fall 2019 semester.

Jackson National Life

Lansing, MI

SR OPERATIONS BUSINESS PROCESS ANALYST

Mar 2012 - Sep 2018

- Learned and implemented machine learning and statistical processes, including: anomaly detection, force-directed network visualization, logistic regression, exponential smoothing, unobserved component models, automatic dimension reduction and variable selection, text mining, decision trees and fuzzy matching.
- Created automated forecasting system with semi-supervised machine learning umbrella to automate model parameterization. Forecasts are generated using Unobserved Component Modeling implemented with SAS PROC UCM.
- Used discrete event simulation (R's simmer package) to predict the effect of various staffing strategies on Operations KPIs.

Kellogg's

Battle Creek, MI

INTERN, PRICING AND PROMOTION ANALYTICS

May 2011 - Mar 2012

- Contributed to Kellogg's marketing and sales strategies, including optimal feature price, display partners and expected promotion lift.

Education

Central Michigan University

Mount Pleasant, MI

MA, ECONOMICS

2010 - 2012

- Research Assistant for two professors
- Taught undergraduate Microeconomics
- Master's paper: Fare or Foul: The effects of public transit fare increases on auto fatalities

University of North Carolina

Chapel Hill, NC

BS, BUSINESS

2002 - 2006

- Minor: Anthropology