Chris Umphlett

DATA SCIENTIST

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Skills

DATA SCIENCE

- Forecasting, Machine Learning, big data wrangling, process automation, Discrete Event Simulation, Regression analysis, data quality enhancement, data visualization

APPLICATIONS

- RStudio, SAS EG, SQL Server, Excel, Tableau

LANGUAGES

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

LEADERSHIP

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

Experience

Consumers Energy
Jackson, MI

DATA SCIENTIST (CONTRACTOR)
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.
- Developing Machine Learning process to classify incoming phone caller intent utilizing Naive Bayes.
- Utilized various machine learning and statistical techniques to support analytical projects, such as k-modes classification, naive bayes, CART, anomaly detection and feature reduction.
- Evaluated department's call center forecasting and provided recommended improvements in modeling methodology and benchmarking.
- Discovered and remediated many data quality issues, teaching the team best practices for ensuring quality and catching errors.
- Prevented $25k vendor investment for reporting solution by developing workaround.

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.
- Connected to and queried directly from production DB2 databases using SAS SQL.
- 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