Jacky Lam

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EDUCATION

- **Queens College, City University of New York** — Queens, NY
  Bachelor of Business Administration — *Aug 2010 - Feb 2014*

- **DataCamp**
  Data Scientist with R Track, Data Analyst with R Track, R Programmer Track

EXPERIENCE

- **NYC Taxi & Limousine Commission** — New York, NY
  Senior Analyst — *Mar 2017 - Present*
  Policy Analyst — *Mar 2016 - Mar 2017*
  - **Predictive Modeling**: Created a linear model that predicted fares in Taxi, Uber, Lyft, Via, & Juno. The model compared app company rates against taxi rates to support the creation of a new income policy for taxi drivers. The taxi model predicted 90% of taxi fares in 2018 with a 3.34% margin of error.
  - **Geographic Information System (GIS)**: Overhauled the Department of Transportation's listing of Taxi/For-Hire Vehicle Relief stands (parking spaces) by creating a driver-friendly map. The map has received over 500,000 views within the first six months of release.
  - **Data Wrangling & Compliance**: Experienced with creating regulatory data specifications, working with vendors on compliance, and collaborating with IT to load data into production.
  - **Big Data**: Extensive experience working on datasets between 250,000-1,000,000 records daily and conducting analysis ranging from one month to several years.
  - **Innovative**: Procured educational data science software (DataCamp) for Agency-wide use. There are currently 26 active employees learning R & Python. Prior to procurement, employees used Microsoft Access and Excel for data analysis.

- **NYC Department of Parks & Recreation** — Queens, NY
  Street Tree Census Assistant Coordinator/Consultant — *Mar 2014 - Mar 2015*
  - **Supervisor**: Supervised a staff of 25 to train volunteers on data collection of over 660,000 street trees in NYC.
  - **Asset Management**: Lead administrator of asset management software (Histree) provided by Nektar Inc. Histree stored volunteer information, company assets, and recorded the movement of assets.
  - **Public Relations**: Agency liaison for sponsorship with BMW. BMW provided 20 brand new BMW i3s to facilitate data collection for the first six months of the census.
  - **Reliable**: Planned 5-10 daily events for six consecutive months with strict attention to detail on providing a proper allocation of resources for events. Some events had turnouts of 200 volunteers.

- **J. Trucking** — Queens, NY
  Operations Manager — *Aug 2014 - Mar 2014*
  - **Supervisor**: Oversaw the operations of a small company with 7 employees and worked directly under the CEO.
  - **Business-to-Business (B2B)**: Managed the business accounts of seven high-end retail boutiques.
  - **Operational Streamlining**: Increased office efficiency by introducing new workflows and usage of cloud software.

MILITARY SERVICE

- **New York Army National Guard** — New York, NY
  Air Battle Management System Operator — *Mar 2013 - Mar 2016*

PROJECTS

- **Visualizing Veteran Population**: Mapped Veteran population densities in the US and across New York against US census data.
- **Quick Start Guide to Data Analysis in Transportation**: Tutorial for beginners, demonstrating basic data cleaning techniques, aggregation methods, and visualization of an Uber dataset.
- **Using K-Means Clustering to Identify Trip Trends**: Exploratory Analysis using K-Means clustering to predict the location of a driver's first trip of the day to be near driver's residence.

PROGRAMMING SKILLS

- **Languages**: R, Python, SQL, Git   **Technologies**: Shiny, RMarkdown, PostgreSQL, MS SQL Server, QGIS