

Jacky Lam

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PROGRAMMING SKILLS

• **Languages:** R, Python, SQL, Git **Technologies:** RMarkdown, AWS, MySQL, SQL Server, Shiny, QGIS

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 2015 - Mar 2016

- **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 2015

- **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.

PROJECTS

- **Creating a Practical Tool for Taxi/Uber Drivers:** Revamped the Department of Transportation's Taxi Relief Stand listings to fit the needs of Taxi/Uber Drivers.
- **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.

EDUCATION

• Queens College, City University of New York

Bachelor of Business Administration

• DataCamp

Data Scientist with R Track, Data Analyst with R Track, R Programmer Track

MILITARY SERVICE

• New York Army National Guard

New York, NY

Air Battle Management System Operator

Mar 2013 - Mar 2016