

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.
- **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
- **Technologies:** Shiny, RMarkdown, PostgreSQL, MS SQL Server, QGIS