Jacky Lam

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EDUCATION
    Queens College, The City University of New York   Flushing, NY
Bachelor of Business Administration   February 2014
Major: Corporate Finance   Minor: Anthropology

COMPUTER SKILLS
    Applications: R, SQL, QGIS, Microsoft Access, Excel, Word, PowerPoint, OneNote, Adobe Photoshop, and Adobe Acrobat

JOB EXPERIENCE

NYC Taxi and Limousine Commission   New York, NY
Policy Analyst   March 2016 – Present

- Managed for-hire transportation policy initiatives from start to finish by creating project timelines, developing milestones, working closely with vendors, collecting data, and conducting analysis for publication
- Procured Data Science learning software (MOOC) to TLC with 26 active employees learning R & Python
- Worked with IT to develop new databases and revise existing databases to be compliant with TLC data standards
- Created and enforced data compliance standards for TLC licensed businesses like Uber and Curb
- Experienced working with data at maximum RAM capacity (~100 million rows at a time)
- Prototyped a predictive model to estimate metered taxi rates upfront
- Collaborated with Legal to revise rule chapters that affected the industry's data reporting and technology standards
- Hosted a month long Hackathon in partnership with NYU CUSP and General Assembly
- Provided guidance on college capstone studies in partnership with Columbia University and NYU CUSP

NYC Department of Parks and Recreation   Corona, NY
Street Tree Census Assistant Coordinator   March 2015 – March 2016

- Supervised 25 staff to train volunteers on the usage of NYC Government tree surveying methodology
- Managed a 20 vehicle fleet of BMWs and maintained a positive rapport with BMW
- Met strict deadlines by sending equipment to groups quickly for loaning, creating a structure to lend out equipment during events, training new staff quickly, and meeting data management requirements
- Planned 5-10 daily events for six consecutive months with strict attention to detail on providing proper allocation of resources for events. Some events had turnouts of 200 volunteers
- Created policies and procedures for staff to streamline any issues that may require supervisory troubleshooting. This ranged from vehicle usage, restocking of supplies, and loss prevention

J. Trucking Inc.   Springfield Gardens, NY
Warehouse Operations Manager   August 2014 – March 2015

- Managed an office with two employees, three drivers and two warehouse workers
- Increased office efficiency through streamlining operating procedures
- Effectively managed the logistics of at least five different special projects per month that ranged from domestic deliveries to deliveries across Canada
- Negotiated rates with clients and agents to effectively increase revenue and reduce spending

ACCOMPLISHMENTS

- **Data Scientist with R Track**
  DataCamp – 94 Hours and 23 Courses
- **Data Analyst with R Track**
  DataCamp – 64 Hours and 16 Courses
- **Data Programmer with R Track**
  DataCamp – 40 Hours and 10 Courses

MILITARY

New York Army National Guard   March 2013 – March 2016
E-4 Specialist   *Air Battle Management System Operator*