

# Jacky Lam

<https://www.jackylam.io>

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## PROGRAMMING SKILLS

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- **Languages:** Python, R, SQL (Redshift, PostgreSQL, MySQL, SQL Server), Git, Markdown
- **Technologies:** AWS (EC2, S3, RDS, Lambda), Tableau, Domo, Looker, Panoply, QGIS, GitHub

## EXPERIENCE

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- **Motivate LLC.** New York, NY  
*Senior Data Analyst* Jul 2019 - Present
  - **Operations:** Worked with Field Teams across 8 cities in North America to track KPIs, City Program Agreements, Service Agreements, created Operational Dashboards, and advised senior leadership in driving business decisions with a data driven approach.
  - **Project Manager:** Lead company BI Tool transition from Domo to Tableau. Identified & recreated dashboards used by the field, worked with IT to setup a cloud server, and collaborated with partner company Lyft to whitelist databases.
  - **Script Optimization:** Optimized legacy SQL scripts with runtimes of 4-10 minutes down to 0-2 minutes. Consolidated, optimize, and automated monthly reporting scripts into one R script that runs seamlessly on Terminal.
  - **Financial Optimization:** Worked with Senior Leadership, Finance, and Accounting to create an on-demand P&L dashboard that combined KPI data with Accounting data from Netsuite. This provided full on-demand financial visibility for Senior Leadership.
- **NYC Taxi & Limousine Commission** New York, NY  
*Senior Policy Analyst* Mar 2017 - Jul 2019  
*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 landmark income policy for for-hire drivers.
  - **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 1.5 million views since October 2018.
  - **Data Wrangling & Compliance:** Experienced with creating regulatory data specifications, working with vendors on compliance, and collaborating with IT to load data into production.
  - **Innovative:** Procured educational data science software (DataCamp) for Agency-wide use. 26 employees got to learn 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.
- **J. Trucking Inc.** Queens, NY  
*Operations Manager* Aug 2014 - Mar 2015

## EDUCATION

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- **Georgia Institute of Technology** Atlanta, GA  
*Master of Science in Analytics* Aug 2019 - Present
- **Queens College, City University of New York** Queens, NY  
*Bachelor of Business Administration* Aug 2010 - Feb 2014
- **DataCamp**  
*Data Scientist with R Track*

## MILITARY SERVICE

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