Email: ny.jackylam@gmail.com https://www.jackylam.io Mobile: 646-287-5229

Programming Skills

• Languages: Python, R, SQL (Redshift, PostgreSQL, MySQL, SQL Server), Git, Markdown

• Technologies: AWS (EC2, S3, RDS), Tableau, Domo, Looker, Panoply, QGIS, GitHub

EXPERIENCE

• Motivate LLC. New York, NY

Senior Data Analyst

Jul 2019 - Present

- o Operations: Worked with Field Teams across 8 cities in North America to track KPIs, city program agreements, service agreements, and created operational dashboards. Advised senior leadership in driving business decisions with a data driven approach.
- Project Manager: Lead company BI Tool transition from Domo to Tableau. This effort required identifying & recreating dashboards used by the field, working with IT to setup an EC2 server, and working with partner company Lyft to whitelist databases.
- Script Optimization: Optimized legacy SQL scripts with runtimes of 4-10 minutes down to 0-2 minutes. Combined monthly report scripts into one R script that ran seamlessly on Terminal.
- o Financial Optimization: Worked with Senior Leadership and Finance/Accounting to create an on-demand P&L dashboard that combines KPI data with Accounting data from Netsuite. This created full on-demand financial visibility for Senior Leadership.

• NYC Taxi & Limousine Commission

New York, NY Mar 2017 - Jul 2019 Mar 2016 - Mar 2017

Senior Policy Analyst Policy Analyst

- o 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 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 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.
- o 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

Atlanta, GA

Operations Manager

Aug 2014 - Mar 2015

EDUCATION

• Georgia Institute of Technology

Aug 2019 - Present

Master of Science in Analytics

Queens, NY

• Queens College, City University of New York

Aug 2010 - Feb 2014

Bachelor of Business Administration

DataCamp

Data Scientist with R Track

MILITARY SERVICE

• New York Army National Guard

New York, NY Mar 2013 - Mar 2016

Air Battle Management System Operator