

Devyn Duvall

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Education

Master of Science in Information Management | University of Washington – Seattle

February 2022 – June 2023

Specialization in Data Science

GPA: 3.9

Bachelor of Arts in Geography with Data Science Option | University of Washington – Seattle

June 2021

Work Experience/Projects

GIS Product Support Representative II - CentralSquare Technologies

February 2022 – Present

- Delivered 900+ case closures with an average customer satisfaction score of 4.75/5 – the highest closure rate on the team – by expertly diagnosing, configuring, and resolving data problems
- Maintained on-premises and cloud-hosted environments through regular upgrades and server maintenance
- Devised effective database solutions using SQL and enterprise-level ETL software to troubleshoot customer integrations and data pipelines to ensure data integrity
- Streamlined support documentation creation by implementing content standards, coaching, and collaborating with management.

Data Scientist Project Lead - CentralSquare Technologies

January 2023 – Present

- Deployed machine learning models on customer data to predict and identify key drivers of customer churn while utilizing Power BI dashboards to aid in reporting and decision-making across all business functions
- Increased model performance by 14% using feature selection, hyperparameter tuning, and data cleaning
- Led SME interviews to gather information on business needs and contextualize data insights, resulting in improved alignment between data science and customer retention goals
- Presented data insights to directors and management, leveraging data visualizations and clear communication to gain institutional support for a data science initiative

MSIM Market Researcher - University of Washington

December 2022 – March 2023

- Conducted market research to identify target students through analysis of student behavior, industry trends, and competitive landscape by using machine learning models, feature mapping, and qualitative research
- Trained predictive models using Python and sci-kit-learn to identify factors that increase the likelihood of students choosing competitor schools over the University of Washington
- Collaborated with cross-functional teams, including admissions and marketing, to translate insights into actionable recommendations and improve recruitment and retention strategies

GIS Technician – Apple via Contractor

August 2021 – February 2022

- Contributed to an open-source project to create and validate imagery in protected locations
- Performed data editing on large geospatial satellite imagery on a country-wide scale, transferred to data validation after two months with high performance
- Conducted user research to determine why power users performed erroneous mapping and followed up to prevent further issues proactively

Technical Skills

Programming Languages: Python (pandas, scikit-learn, tensor-flow, numpy, matplotlib, Flask, Django), R, Scala

Platforms: Tableau, PowerBI, Hadoop, Spark, Apache Kafka, Databricks, Snowflake ArcGIS Pro, QGIS

Cloud/Database: SQL (PostgreSQL, MySQL), AWS (Lambda, S3, RDS, EC2), Azure, Google Cloud

Additional Interests

Wilderness First Responder Certified

2019

- Completed a ten-day, eighty-hour course on proper first aid techniques while in the backcountry, focusing on risk management, prevention, and evaluation

Global Perspective

2000 – Present

- Attended International Schools in Amsterdam, NL (2 years) and Nanjing, CN (5 years), where I was able to travel, learn intermediate-level Chinese, and become a global citizen