Devyn Duvall

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Education

Master of Science in Information Management | University of Washington – Seattle   **February 2022 – Present**
Specialization in Data Science   *GPA: 3.93*
       Relevant Coursework: Data Science (I, II, III), Data Driven Problem Solving, Relational Database Management
Bachelor of Arts in Geography with Data Science Option | University of Washington – Seattle   **June 2021**

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

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 – highest closure rate on team – by expertly diagnosing, configuring, and resolving GIS integration issues for ESRI GIS Products
- 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, data pipelines, and ensure data integrity
- Streamlined support documentation creation by implementing content standards, coaching, and collaborating with management, leading to a 14% reduction in case resolution time for team members

Data Scientist - *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
- 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

Full Stack Developer - *NeighborhoodInspector*   **January 2023 – Present**
- Spearheaded the development of a Python Flask web app, utilizing AWS S3 for cloud hosting of the web server
- Created an efficient ETL pipeline using Python and SQL to process and clean large volumes of data, and continuously updated a MySQL database to ensure third-party API data was up to date and current
- Developed a robust data structure to enable fast querying of data and ensure relationships were to 3NF normalization standards
- Designed a front-end user interface using HTML, CSS, JavaScript

GIS Technician – *Apple via Contractor*   **August 2021 – February 2022**
- Contributed to 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 proactively prevent further issues

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   **1997 – 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