

# Devyn Duvall

<https://www.linkedin.com/in/devynduvall/> • (206) 331 0875 • [devynfduvall@gmail.com](mailto:devynfduvall@gmail.com)

## Education

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

**February 2022 – Present**

**Specialization in Data Science**

**GPA: 3.93**

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

**June 2021**

## Technical Skills

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*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

## Work Experience/Projects

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**GIS Product Support Representative II - CentralSquare Technologies**

**February 2022 – Present**

Mission Critical SaaS Company for the Public Sector – serving city, county and state level government *agencies*

- 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
- 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 scikit-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 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

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**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