DEVYN HUGHES

Charlotte, NC 28277 | Cell: (404) 825-9566 | Email: djamesh94@gmail.com | Github | LinkedIn

PROFESSIONAL SUMMARY

Highly skilled Data Scientist with a Master's degree in Data Science from Syracuse University, boasting a perfect GPA of 4.0, and a solid foundation in mathematics with a Bachelor's degree from Queen's University. Demonstrates robust expertise in statistical and financial analysis, and data management. Currently serving as the Program Director at Charlotte Aquatics, where I have successfully enhanced student performance and retention through data-driven strategies and advanced analytics. Adept at leveraging data visualization and predictive analytics to drive operational efficiency and revenue growth. Proven leader with a passion for mentoring and empowering staff, ensuring high levels of performance and adherence to core business values.

EDUCATION

Master's in Data Science - Syracuse University; Syracuse, NY | GPA: 4.0 | *2024*

Bachelor of Arts in Mathematics | Spanish Minor - Queens University; Charlotte, NC | *2017*

-Certificates-

Leadership You Certificate - Charlotte Aquatics

TECHNICAL SKILLS

Python | R | SQL | Tableau | Advanced Excel | Statistical & Financial Analysis | Data Management | Machine Learning | Data Cleansing | Data Visualization | Predictive Analytics | Database Management | ETL (Extract, Transform, Load) | Business Intelligence | Big Data Technologies (e.g., Hadoop, Spark) | Time Series Analysis | Data Warehousing | A/B Testing | Natural Language Processing (NLP)

RELEVANT EXPERIENCE

Data Scientist/Analyst - Syracuse University

Defense Against Pandemics Using Covid | Github Link
Using various tools of machine learning with CO-VID19 data from each country across the world, the project aims to try and learn trends to predict mortality rate and incidence rate based on a multitude of variables.
- Used a pruned Decision Tree Model, the assessment was able to obtain an accuracy level of 88%.
- Throughout all the countries in the world, the project was able to categorize all countries into three separate clusters based on socio-economic variables.

US Municipal Census Data | Github Link
Pulling Municipal Census Data from the government website about different industries, this project attempts to create a model that can output the estimated revenue of a business depending on various socioeconomic variables.
- Able to determine that Business and Housing data has the ability to provide levers of influence.
- Policies could be tailored to optimize economic benefit.
- Data cooperation between municipalities and towns would provide better results.

Ham vs Spam | Github Link
Using Natural Language Processing, this project was done to decipher the difference between spam emails and ham emails for better business processes and safety.
- Created a model based on various features that obtained a 96.3% accuracy through cross validation.
- Determined through the use of combining features, a model potentially could provide better results.

PROFESSIONAL EXPERIENCE

Charlotte Aquatics; Charlotte, NC   May 2018 – Present
Program Director | Oct 2021 – Present
Oversee the growth and development of the entire swim program and water team. Coach and empower staff with necessary communication and fundamental skills. Work with the Director of Operations and the Owner in setting pertinent goals for the "learn to swim" program.
- Increased student performance 12% by leveraging Python to manage and alter data for processing and monitoring, delegating one on one sessions for students requiring additional support, identifying low student attendance, and adjusting classroom settings as needed.
- Enhanced visualization using R for reporting to better understand forecasting to predict and evaluate weekly, monthly, and yearly trends.
- Boosted revenue and increased student utilization and retention by leveraging advanced Excel to compute and report financial and trend information of the swim program.
- Improved employee performance through in-depth evaluations, providing additional support where necessary to enhance communication and leadership skills and business core values.

Swim Instructor | May 2016 – Present
Teach swim safety, endurance, physical fitness, and competition skills to students ranging in age from 3 months to adult as well as those with special needs.
- Promote an 85% success rate of passing a student through any level of programming within the company
- Received over 350 positive, customer reviews for my expertise and proficiency of being a swim instructor.

4R Education, LLC; Snellville, GA (Remote)   May 2013 – Present
Mathematics & Science Tutor
Serve as a specialized math tutor for all grades including collegiate level and provide science tutoring for middle and high school students.
- Assisted more than 150 students in passing courses and various levels of testing.
- Motivated, guided, and directed students through student's mental, physical, and emotional peaks and troughs.

American Honda Finance Corporation; Charlotte, NC   Oct 2018 – Oct 2021
Customer Service Rep | Title Department Assistant | Oct 2019 – Oct 2021
Provided supervisory assistance when requested by customers and educated customers regarding how financing works. Reviewed and evaluated contracts, calculated and assessed shortages from dealership payoffs, and advised and calculated interest and amortization schedules. Conducted title research, administered error corrections with the DMV and issued titles to customers for paid off accounts. Oversaw registration processes within all 50 US states. Assisted with tax abatements, adjustments, and submissions.

Collections | Oct 2018 – Oct 2019
Managed early-stage delinquent accounts, focusing on those 5-60 days past due. Proactively identified at-risk customers, initiating contact to mitigate potential losses. By negotiating feasible payment plans and offering financial aid, including payment extensions and deferrals, assisted customers facing temporary hardships, which fostered loyalty and satisfaction. Collaborated with other departments to resolve account discrepancies, processed payments, and ensured the accuracy of account information.