DANIEL FERNANDEZ

Data Scientist

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SKILLS

- Python, SQL, Markdown, R
- Pandas, NumPy, Statsmodels, Jupyter Notebooks
- Matplotlib, Seaborn
- Statistics and Probability
- Build Computer Systems
- Windows / MacOs / Linux

EDUCATION

B.S.

Data Management / Data Analytics

Western Governors University

Relevant courses

- Programming in Python
- Probability & Statistics
- Linear Algebra
- Data Visualization
- Machine Learning
- Data Analysis with R
- Data Visualization
- Data Structures and Algorithms
- Data Systems Administration

Computer Science, Open Courseware

Massachusetts Institute of Technology

WORK EXPERIENCE

Data Scientist, Service Desk

Memorial Healthcare System

April 2021 - current Hollywood, FL

- Organized database of calls, generating comprehensive records of 800,000+ calls
- Established knowledge of protocols, answering customer inquiries, and reducing wait times.
- Collaborated with a department of 100+ individuals
- Identified procedural areas of improvement through call data, using Python to help improve SLA's
- Received, cleaned, and prepped data from calls using Python, Pandas, and Jupyter Notebooks to build Data Visualizations for Upper Management to better understand call data.

Manager, Computer Technician

PC Reboot

February 2010 - April 2020 Pembroke Pines, FL

- Diagnosed and repaired malfunctions with printers, copiers, and multi-line phone systems, and conducted maintenance
- Setting up and installing new hardware and software systems.
- Diagnosing and troubleshooting computer issues.
- Identifying and resolving network, connectivity, and server issues.
- Providing technical support to users and resolving technical errors.
- Creating user documents and providing training on new computer systems.

PROJECTS

Medical Appointment No-Shows

Creator

- Created Jupyter Notebook for the analysis of Medical appointment no-shows in Brazil.
- Used Python, and Pandas to clean the dataset.
- Used Built-in functions in Python, as well as NumPy and Pandas, to analyze the dataset.
- Built visualizations using Matplotlib and Seaborn.
- Analyzed why patients are most likely to miss their appointments.

A/B Testing: Page Conversion

Creator

- A/B testing for web page conversion for e-commerce website
- Created Jupyter Notebook for A/B testing of new and old web page for e-commerce site.
- Utilized Python and Pandas for cleaning and analysis of dataset.
- Utilized Statsmodels library to create logistic regression models.