

Dustin Wicker

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Github: <https://github.com/dustinwicker>

SUMMARY

Motivated analytics professional with strong problem-solving and interpersonal skills, with a proven track record of performing data maintenance and implementing advanced data mining techniques to solve technically complex problems. Detail-oriented, innovative critical thinker dedicated to making a difference through data-driven solutions. Key accomplishments and abilities include the following:

- Performing sophisticated analysis involving large amounts of complex data
 - Communicating complex concepts to technical and non-technical audiences
 - Working collaboratively with diverse sets of professionals to achieve optimal results
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SKILLS

- *Technical:* Python, SQL, Apache, Tableau, R, Dataiku DSS
 - *Certifications:* Google Analytics Individual Qualification
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EXPERIENCE

Cognizant, Parsippany-Troy Hills, NJ

Business Analytics and Insights Senior Associate

August 2017 - Present

- Working with a major rental car company to develop three machine learning models in Python and synthesizing the results to predict rental patterns of 4M brand switching customers resulting in a win-back email marketing campaign
- Developing machine learning models in PySpark using real-time car telemetry data to predict car maintenance failures before they occur resulting in optimized car usage across the fleet and overall reduction in maintenance costs per vehicle
- Utilizing a variety of text mining techniques in Python on 45K post-rental survey responses to decipher patterns among positive and negative customer experiences
- Analyzing 25M customers and their 82M rentals through statistical techniques in Python to identify differences between churned and non-churned customers
- Segmenting those 25M customers into five unique clusters using the K-means algorithm in Python to enable the client to send tailored emails and promotions
- Creating bundles of the most popular products purchased together by performing association analysis in R on 35M ancillary product transactions resulting in immediate uplift in online sales

Thinkful, Remote

Data Science Mentor

November 2018 - Present

- Mentoring data science students one-on-one through six-month online academy to develop their analytical skills and become proficient in the full data science stack
- Guiding mentees through content including programming fundamentals, statistical analysis, and machine learning using Python
- Providing students with career coaching and industry best practices to assist their transition into the advanced analytics and data science field

Graduate School Practicum

Northrop Grumman

September 2016 – May 2017

- Investigated specific questions concerning fraud, waste, and abuse such as: DRG upcoding, atypical care patterns, and 30-day readmission rates
- Implemented techniques including data mining, association analysis, regression analysis, and network analysis using R, SQL, and SAS
- Analyzed over 12GB of Centers for Medicare and Medicaid Services (CMS) data containing 2.7 million Medicare claims with approximately 3,400 fields per claim

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PawBoost, Raleigh, NC

Data Analyst

December 2016 – August 2017

- Analyzed data sets in Python containing information on over 100,000 lost pets and identified notable patterns, trends, and deficiencies to boost business performance
- Created visualizations in Tableau to communicate meaningful findings to business owners

Duke Energy (Shearon Harris Nuclear Power Plant), New Hill, NC

Design Engineer II

December 2013 – June 2016

- Designed the engineering change product for the number one safety issue at the plant and led a team of diverse professionals through installation and implementation
- Assisted in the creation of the Fukushima flooding inspection document which guaranteed the safety of the plant in the event of a natural disaster

Duke Energy (Shearon Harris Nuclear Power Plant), New Hill, NC

Engineering Intern/Temporary Student Worker

May 2013 – December 2013

- Categorized over 100 De-energized Relays by using 15 pieces of pertinent information for each which led to increased safety
- Generated a descriptive list of all 166 Preventative Maintenance Identification Relay Quantities and evaluated each one for Preventative Maintenance optimization
- Completed Flow Accelerated Corrosion evaluations for the upcoming Refueling Outage which guaranteed the reliability of those piping systems

Kimley-Horn and Associates, Cary, NC

Engineering Co-op Student

January 2012 – May 2012

- Assisted in traffic data collection and modeling to maximize and improve traffic flow for new and existing roads
- Modeled and tracked the fiber optics path for the Microelectronics Center of North Carolina's project through numerous counties
- Acquired AutoCAD 3D experience through roadway and transportation projects

EDUCATION

Master of Science in Analytics

May 2017

Institute for Advanced Analytics, North Carolina State University, Raleigh, NC

Bachelor of Science in Civil Engineering, *magna cum laude*

December 2013

North Carolina State University, Raleigh, NC

Honors: Dean's List seven times, National Collegiate Honor Society

Università Cattolica del Sacro Cuore

January 2013 – May 2013

Milan, Italy

VOLUNTEER EXPERIENCE

History Colorado Center

January 2019 – Present

- Improving membership retention and fundraising efforts by cleaning up textual mistakes across 2,000 unique records in database system

Habitat for Humanity, Greater San Francisco, CA

June 2015

- Worked with a team of fellow volunteers to construct homes for at-risk families

Alternative Spring Break, Costa Rica

March 2012

- Learned with a team about environmental sustainability in the rain forest
- Worked with a local family and learned environmentally friendly farming techniques