# Dustin Wicker

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## SUMMARY

Experienced data scientist with creative problem-solving mindset and strong interpersonal skills, with a proven track record of implementing machine learning models and advanced data mining techniques to turn technically complex challenges into viable solutions. Detail-oriented, innovative critical thinker dedicated to making a difference through data-driven results. Key accomplishments and abilities include the following:

- Building custom production-level analytics deliverables in workflow process
- Communicating complex concepts to technical and non-technical audiences
- Working collaboratively with diverse sets of professionals to achieve optimal results

## SKILLS

- *Technical:* Python, Hadoop Ecosystem, SQL, Git, Tableau, R, Dataiku DSS
- *Certifications:* Google Analytics Individual Qualification

## EXPERIENCE

**Thinkful, Westminster, CO (Remote)**
**Data Science Mentor** November 2018 - Present

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

**Cognizant, Parsippany-Troy Hills, NJ**
**Business Analytics and Insights Senior Associate** August 2017 - July 2019

- Worked with a major rental car company to develop three production-level machine learning models in Python and synthesized the results to predict rental patterns of 4M brand switching customers resulting in a win-back email marketing campaign
- Developed machine learning models in PySpark using real-time car telemetry data to predict car maintenance failures before they occurred resulting in optimized car usage across the fleet and overall reduction in maintenance costs per vehicle
- Utilized a variety of text mining techniques in Python on 45K post-rental survey responses to decipher patterns among positive and negative customer experiences
- Analyzed 25M customers and their 82M rentals through statistical techniques in Python to identify differences between churned and non-churned customers
- Segmented those 25M customers into five unique clusters using the K-means algorithm in Python to enable the client to send tailored emails and promotions
- Created 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

**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

**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 Analytic** 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 – July 2019

- 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