

Dwight Ross

Data Engineer & Scientist

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Skilled at identifying, designing, and driving process improvements by automating manual processes, optimizing data pipelines, and revamping services for maximum scalability. Well-versed in solving complex business problems using modern tools and technologies and devising technical solutions. Excel at building tools, platforms, and pipelines to support teams in clearly and cleanly analyzing data, creating models, and driving key decisions. Instrumental in facilitating generation of data-driven operational insights to transform high value optimized solutions.

Technical Proficiencies

Platforms:	Microsoft Windows, Linux
Tools:	Pandas Pyspark Numpy Word2Vec Scikit-learn PostgreSQL
Expertise	Data/Database Management Analytics, Machine learning, Spark Natural language Processing SQL Microsoft Office Suites Python JDE Data Mining Power BI

Education

Master of Science: Data Science | GPA: 3.5 | The University of Michigan - Ann Arbor, MI, *Expected completion: Dec 2023*

Bachelor of Science: Industrial Engineering | Eastern Carolina - Greenville, NC, 2017

Career Experience

Senior Data Analyst - North America | Otis Elevator Company - Florence, SC

2019 – Present

Prepare monthly reports to track KPIs, including compliance, quality, and customer satisfaction metrics, while reporting leadership about emerging trends. Collaborate with field operations to uncover quality turn-backs and engineering to carry out Root Cause and Corrective Action analyses to address quality concerns efficiently.

- Developed two new metrics reporting structures using database querying and data visualization knowledge to maximize management insight and improve tracking of engineering and digital technology initiatives.
- Designed late shipment tracker app to inform mechanics about shipment status using SQL, python, and Power BI, which saved more than \$450k late shipment charges and aligned mechanics with factories shipping schedule.
- Cleaned and organized raw data for supervisors to monitor North America mechanic elevator fix rate via SQL, Python, and pandas, which increased metric visibility and saved \$355k in overtime.

Data Analyst – Rotational Associate | Pratt Whitney - Hartford, CT

2017 – 2019

Built and updated team database to ensure work organization and standardization that supports a lean environment.

- Revamped metrics-collection and manipulation processes to drive operational excellence within manufacturing.
- Developed dashboard on engine part lead time via excel to align buyers with suppliers, saving \$120k in late fees.
- Increased OTD by 15% by visualizing metrics downtime, first-time yield, and throughput real-time on factory line monitors for improved pacing via excel and SQL.

Additional Experience as Aircraft Electrical Systems Technician at United States Airforce - Las Vegas

Certifications

Business Strategy, Problem Solving - McKinsey & Company
Developing SQL Databases - Udemy
Python 3 programming - Coursera
Cleaning Up Excel Data - Lynda

