Elnaz Jedari Fathi

Data Scientist Profile

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Highly analytical professional with experience to employ data analysis and machine learning techniques to process complex data into meaningful insights and predictive modeling. Capacity to develop cutting-edge machine learning models/solutions to enhance customer experience and mitigate all types of risks. Proficient in resolving complex problems by leveraging strong attention to detail, problem-solving, and technical skills. Experienced programmer with a passion for learning new skills.

Technical Proficiencies

Programming (python, VBA) | SQL | Linux | Deep Learning | fastai | Decision Tree (XGBoost) | Gradient Descent
Scikit-learn | TensorFlow | keras | Numpy | Pandas | SciPy | Matplotlib | Seaborn

Core Competencies

- Data Analysis & Management
- Machine & Deep Learning
- Solutions Architecture
- Statistical Analysis
- Reporting & Visualization
- Risk/Issue Assessment & Mitigation
- Data Wrangling & Visualization
- Data Cleansing
- Time Series Analysis
- Data Science Modeling
- Exploratory Data Analysis
- Understanding Bias and Variance

Career Experience

Amdocs Inc., Remote — Sep 2020 – March 2023
Data Scientist

Utilized advanced SQL and python to analyze data and extract meaningful insights for leading U.S. cellular telecommunication operator aimed at enhancing revenue assurance. Identified patterns and trends to enable accurate inferences for decision-making purposes. Conducted thorough research on potential solutions and identified VBA (Visual Basic for Applications) as suitable option to address problems at hand. Designed and developed automated data verification solution.

- Analyzed the past promotion data and created a deep learning model to predict new promotion revenue.
- Evaluated data trends and created a deep learning model to predict sales increase during holidays.
- Investigated data trends and identified revenue leakage.
- Designed automation solution for data verifications and cleanup, and executed in VBA.
- Achieved high level of customer satisfaction by delivering excellent performance.
- Minimized reliance on manual intervention, improved data quality, and reduced manual work hours by 80% through implementation of streamlined system.
- Implemented efficient and accurate code to complete job within 5 seconds instead of 8 hours.

Amdocs Inc., Champaign, IL — Apr 2017 – Aug 2020
Software Support Engineer

Generated insightful data reports, such as revenue leakage analysis, billing anomaly detection, application failure analysis, and sales statistics by utilizing SQL quantification queries and Python. Provided comprehensive support for CRM (Customer Relationship Management) and RIM (Retail Inventory Management) applications in telecommunication industry. Analyzed areas for improvement and optimized business processes. Contributed to internal discussions and bridges to assess the impact of issues and conduct root cause analysis for critical incidents.

- Performed Ad-hoc reporting on sales, promotions, billing, orders, and customers data.
- Detected and analyzed erroneous data impacting software performance, and applied corrective action.
- Applied time series analysis to predict revenue and system failure during peak sale times.
- Developed and implemented corrective actions to address identified issues effectively.
- Identified, debugged, and reproduced issues from business and application/code perspectives.
- Met various Service Level Agreements (SLAs) and critical metrics by ensuring applications/systems operated efficiently.
- Participated in multi-team bridge calls to resolve issues in timely manner.

Education

Masters of Science, Computer Science
Southern Illinois University, Carbondale, IL (2017)

Bachelor of Science, Computer Software Engineering
Qazvin Azad University, Iran

Publications

Fathi, Elnaz Jedari, Shahram Rahimi, and Dunren Che. 'Predicting Social Network Check-in Locations: Noise Impact Reduction for Classification.' 02. CATA.2018.1.1037: pages 62-68. 2018.