EMIL R. MATTI

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ENQUIRELABS GROWTH AND OPERATIONS ASSOCIATE
Wagner College – Division 1 Baseball Player

SKILLS

Languages & Aptitudes: PostgreSQL, Python (Pandas, Numpy, Matplotlib, Seaborn, fbProphet), Jupyter Notebook, Intercom, Microsoft Office Suite, Google Suite, Google Analytics (*Certification*), Wolfram Language, GitHub

Technical Skills: Regression (Linear, Logistic), Classification (CNN), Deep Learning, Data Cleaning & Interpretation, Econometric Modeling, Visualization, Machine Learning (Pre-trained Neural Networks), API

WORK EXPERIENCE

EnquireLabs, *Growth and Operations Associate*, New York, NY   July 2021 – Present
- Managed customer experience with support tools such as Intercom to reduce churn rate to 2.4% by optimizing product utilization, onboarding, extracting requested data pulls from the database, and explaining technical concepts to technical and non-technical clients alike
- Pitched new ideas and priorities for engineering sprints in a Scrum environment to satisfy customer's needs through listening interviews
- Updated internal and published technical documentation on the product and integrations to create an easier user experience and reduce churn
- Wrote SQL queries to develop weekly business reports, optimize the use of the product and marketing tactics with data analysis and visualization
  - Business intelligence reports for organization to view progress on churn rate, MRR, ARR, ARPU, new customers, feature requests, engineering accomplishments, and current cycles
  - Findings to better understand different volume within marketing channels that affect clients' marketing spend, product rollout metrics, and traffic to marketing website

Research Group in Machine Learning, *Student Researcher,* Staten Island, NY   August 2020 – May 2021
- Collaborated with professor and group of 3 students to explore and apply machine learning techniques to a group project while being awarded an opportunity to present at a national convention
- Led group discussions and contributed project ideas to enhance performances of models by collecting 16 classes of training and testing data

EDUCATION

Wagner College, Staten Island, NY   May 2021
Bachelor of Arts in Economics; 3.28/4.0 Cumulative GPA, (Dean's List 2020-2021)
- **Relevant Coursework:** Econometrics, Scientific Computing, Introduction to Programming, Probability and Statistics for Economics and Business, Intermediate Micro/Macroeconomics, Discrete Mathematics, Calculus, Excel for Business, Game Theory,
- **Achievements:** Participant 2021 National Conference of Undergraduate Research, Top Senior Thesis Selection of Economics, Senior Captain of 2021 Varsity Baseball Team, Player of the Game 2019 Conference Tournament

PROJECTS

College Student Pandemic Prediction
- Coordinated an end-to-end data science project with the motive to predict whether a student will attend university on campus or take on a full online schedule
- Operated an exploratory data analysis with a sample size of 202 students finding insight into a student's decision while achieving more than 55% variation in the dependent variable by applying linear regression in Python

**Laboratory Image Classifier (*NCUR 2021 Competition)*
- Collaborated with a professor and two other students in Wolfram Language to distinguish between various glassware in a Chemistry Lab with an accuracy in the range of 95-99% by applying 4 neural networks
- Collected 9 additional classes while expanding the original dataset size of 400 training photos and 100 testing photos with augmentation to 7600 training and 900 testing photos

INTERESTS

Hobbies: Golf, baseball, fitness, self-development books, traveling, personal finance podcasts, sports statistics