Grant Barland

Masters of Science in Business Analytics

Business Analyst with experience in statistical experimentation and non-technical presentation skills. Passionate about applying machine learning and causal inference tools to generate business insights.

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EXPERIENCE

Analytics Student Consultant

Carlson Analytics Lab, Minneapolis, MN

November 2021 - Present

Machine Learning Research for Workforce Optimization Company

- Automated call center employee evaluations by building machine learning tools to analyze phone call transcripts.
- Designed a 7-dimensional framework to assess the quality of a phone call based on different factors of agent performance.
- Evaluated the accuracy of automated scoring models by measuring their correlation with human labeled scores.
- Identified key performance metrics of internal dimension coherence to validate natural language processing tools for consistency.
- Documented project findings and how to use the automated scoring tool for client guidance.

Causal Analysis on Employee Attrition

- Applied Propensity Score Matching and Regression analysis to determine what factors contribute to employee turnover.
- Evaluated the effect of working overtime on employee attrition by matching for confounding variables in employees.

Be The Match - Ethnic Disparities in Patient Outcomes

- Performed exploratory data analysis on patient outcome data to derive insights that improve transplant success rates in racially diverse patient populations.
- Used statistical analysis and data visualization to discover new opportunities for the company to intervene at hospitals and improve outcomes for the most at-risk patients.

Electrical Engineer

Unified Theory Inc, St. Paul, MN

June 2019 - September 2021

- Collaborated with project managers, technicians, business stakeholders, and engineering design teams to ensure deadlines and budgets are met with the highest client value possible.
- Managed a 4-person engineering team, while facilitating daily project meetings to communicate project requirements, give team feedback, and deliver client updates.

SKILLS

Python, R, SQL
Predictive Modeling
Natural Language Processing
Statistical Analysis
Causal Inference
Linear Programming

EDUCATION

University of Minnesota

Carlson School of Management
Masters of Science in
Business Analytics

September 2021 - August 2022

University of St. Thomas

Bachelor of Science
Electrical Engineering
Physics Minor

September 2015 - June 2019

PROJECTS

Health Data Competition
Explored Hospital Survey data to determine how patient experience relates to the care provided. Created a 'Hospital Score' metric to capture overall patient satisfaction and used data visualization, predictive modeling, and correlation analysis to determine why hospitals were rated highly.

Natural Language Processing
Built a BERT transformer model by training a classifier that could determine if a FaceBook post contains appreciation, complaints, or feedback using the Hugging Face Transformer library.