

# Gregory Ceccarelli

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## PROFESSIONAL EXPERIENCE

### Dropbox, San Francisco CA

Data Scientist – Customer Experience

December 2015 – Present

- Clustered verbatim help center feedback data using both latent dirichlet allocation and gaussian mixture models in order to identify feedback themes and accelerate content revision
- Aggregated feedback data across all channels into a data structure conducive for supervised learning
- Led the creation of a new schema used in our operational support processes to better classify user issues across all channels
- Built a multiclass prediction model to anticipate user issues at the time of ticket creation

### Google, Mountain View CA

Optimization Manager – Risk Management

July 2014 – December 2015

- Implemented on-line scalable risk management prediction engine to infer contract risk and reduce cost-per-contract
- Product managed the effort to extract and structure meaning from our corpus of 1M+ contracts
- Architected and managed the development of data pipelines to 1) produce key metric dashboards 2) engineer features for prediction engine
- Lead cross functional finance team to develop a framework to automate journal entries to accelerate month end close

### AlixPartners, Washington D.C.

Vice President (Management Consultant) – Applied Analytics

December 2012 – June 2014

Analytics Transformation for the second largest Gaming and Hospitality Company

- Co-led an effort to define and successfully sell a program to transform the company's data infrastructure – specifically to re-architect the company's enterprise data warehouse, implement data governance and consolidate the company's ability to generate insights from their data
- Product managed the implementation of a SaaS solution to analyze complementary (“comps”) spend
- Built data flow architecture and ETL process to populate back-end data mart

Associate – Applied Analytics

February 2010 – December 2012

Highlighted Engagements

Operational Improvement Engagement for a Private Equity owned Packaged Ice Distribution Company

- Lead implementation of a Customer and Product Profitability model and decision tool
- Designed data architecture, ETL process and dashboard to perform cost allocations based on accounting rules
- Realized \$5M in customer pricing improvements in the 2013 calendar year as a result of the model's successful implementation

### IBM Global Business Services, Fairfax VA

Consultant – Business Analytics and Optimization

August 2008 – February 2010

## EDUCATION

### University of California, Berkeley

May 2015 – December 2017

Current Candidate, GPA 3.91, School of Information, Master of Information and Data Science

### American University, Washington, DC

August 2004 – May 2008

College of Arts and Sciences, GPA 3.61, *cum laude*, Bachelor of Science in Economics with Honors

## SKILLS

**Languages:** R, Python (Pandas, scikit-learn), SQL (t-sql, pl/sql), Unix/Bash

**Database:** Hive / HDFS, Amazon Redshift, MySQL, Postgres, MSSQL

**Visualization:** R Shiny, ggplot2, plotly, Tableau

**Infrastructure:** Amazon Web Services (EC2, EMR), Google AppEngine, IBM SoftLayer