TAYLOR C. HAN

CHICAGO, IL • (847) 323-8431 • hantaylorc@gmail.com • linkedin.com/in/taylor-han • https://github.com/hantayc

Data Scientist with 4+ years of experience in customer experience, forecasting, and operational analytics across financial services and consulting. Proven ability to translate ambiguous business problems into measurable impact, including reversing CSAT declines, improving outsourced capacity planning with predictive forecasting, and delivering six-figure cost savings through automation. Strong background in causal inference, experimentation, and end-to-end analytics using R, Python, SQL, Snowflake, and Power BI.

EXPERIENCE

COREBRIDGE FINANCIAL – *Previously AIG* — Remote

Data Scientist — Sep 2024 – Present

- Improved operational capacity planning accuracy, resulting in an estimated ~$112K in annual cost avoidance, as calculated by forecasting monthly annuity-issuance demand (5k–8.5k cases) using SARIMA time-series models, selected through comparative evaluation against Prophet, achieving ~7.4% MAPE on a forward temporal holdout (Jul 2025 – Dec 2025).
- Identified and reversed a 13-point CSAT regression by leading a cross-functional root-cause analysis; used distributional diagnostics and a time-based regression-discontinuity (interrupted time series) framework to isolate an IVR (Interactive Voice Response) routing change that increased average call duration by ~10 minutes, informing a rollback that restored CSAT to historical baseline.
- Expanded CX survey coverage to 4M+ clients and policyholders across Individual Retirement, Individual Life, and Retirement Services businesses, by creating SQL scripts and leveraging Python/Snowpark ETLs to retrieve transactional and entity-level attributes with governance around response data, increasing surveys in flight by 16%.

Digital Data Analyst II — Sep 2022 – Sep 2024

- Saved $43K in annual labor costs as measured by average report delivery time by developing a ETL pipeline utilizing R with regex-based feature engineering on transaction work notes and delivering a real-time Power BI dashboard for accurate “Withdrawals on the Web” reporting.

AMERICAN INTERNATIONAL GROUP (AIG) — Woodland Hills, CA

Digital Data Analyst — Jul 2021 – Sep 2022

- Delivered $27.7K in annual labor cost savings as measured by reduced manual-reporting expenses by architecting Snowpark & Power Automate ETL pipelines across seven databases (processing 100M+ rows) to feed the first website-analytics Power BI dashboard and partnering with IT/Operations to define KPIs, communicate data caveats, and design remediation strategies.

BEGHOU CONSULTING LLC — Evanston, IL

Associate Consultant — Jul 2020 – Jul 2021

- Reduced daily data-validation cycle time by 40% on 50M+ rows of data per day as measured by end-to-end data processing duration by refactoring legacy SAS ETL into a modular framework enabling parallel processing with dynamic error handling to enhance the accuracy and timeliness of nationwide physician-specialty validation.

EDUCATION

University of California, Berkeley — Berkeley, CA

M.S. in Information and Data Science — Aug 2023 – Apr 2025

GPA: 3.97/4.0

University of Illinois, Chicago — Chicago, IL

B.S. in Finance, Minor in Business Analytics — Aug 2018 – May 2020

GPA: 3.75/4.0

PROJECTS

MIRRA: Matching (Ranked) Intelligence for Resume to Role Alignment – UC Berkeley Capstone — Spring 2025

Randomized A/B Experiment: Causal Effect of a Four-Day Workweek on Salary Expectations – UC Berkeley — Summer 2024

eBay University ML Competition 2024: Predictive Vehicle Fitment Challenge – UC Berkeley — Summer 2024

Proof-of-Concept: LangChain Retrieval-Augmented Generation (RAG) Chatbot Prototype – UC Berkeley — Fall 2024

Deployment & Maintenance of a Housing Price Predictor ML Model on Azure Kubernetes Service (AKS)– UC Berkeley — Fall 2024

SKILLS

Programming & Scripting: Python, SAS, R, SQL

Databases & Cloud Infrastructure: Snowflake, MongoDB, Redis, Neo4j, AWS, Azure, Docker, Kubernetes, FAISS, Pinecone

Statistical & Data Analysis: Hypothesis Testing, Causal Inference, Regression Modeling, Time Series Analysis, Experimentation

Libraries & Frameworks: Scikit-Learn, TensorFlow, PyTorch

GenAI/NLP Tools: LangChain, LangGraph, RAG

Data Visualization (BI): Tableau, Power BI