

# Jeffrey Floyd

## Data Scientist

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I am a data scientist, a strategic problem solver, and a voracious learner. My background in the supply chain industry challenged me to approach unique situations flexibly and provide solutions to a wide range of needs. I am passionate about mission driven work and looking to support companies trying to make a positive impact.

### Skills

Python, Pandas, NumPy, Matplotlib, Seaborn, ScikitLearn, BeautifulSoup, Streamlit  
Machine Learning, Regression, Classification, NLP, PCA, Deep Learning, Clustering  
SQL, BigQuery, AWS (EC2), Google Colab, Databricks  
Git, Github, Slack, VS Code, Microsoft Office, Zoom

### Experience

**General Assembly** | *Data Science Immersive Fellow* | Washington, D.C. (Remote) | **2021**

- Built a game recommendation application to help users find games similar to titles they have played on Valve's Steam Store by comparing tags from over 48,000 titles.
- Worked with a team of fellow data scientists to research the effect of Daylight Savings time on accident frequency and overall traffic impact and created an application to predict the potential impact of accidents reported in real time.
- Developed a binary classification model to identify the subreddit origin of comments on reddit posts using NLP techniques alongside logistic regression, random forest and XGBoost models

**BlueGrace Logistics** | *Account Manager* | Chicago, IL (Remote) | **April 2021 - September 2021**

- Onboarded new customer accounts by communicating with their primary contacts to establish their service needs
- Designed SOPs for each new customer by researching standard operations of their facilities and management staff resulting in more efficient transition experiences from short to long-term service teams

**Coyote Logistics** | *Operations Representative, Account Scheduler* | Atlanta, GA | **October 2016 - April 2021**

- Managed the transportation of 300+ weekly domestic and international freight shipments by working directly with enterprise customer accounts and trucking companies as a central communication point for the timing of transits and any active changes in transportation status.
- Proactively supported conflict resolution between parties by researching each situation and serving as a mediator to ensure the safe handling of the customer's product and negotiating the correct charges and compensation for all parties.
- Maintained subject matter expert status for equipment types and modes of transportation to assist customers in finding the most efficient and cost effective transport methods by communicating with my peers in other departments about current trends and new technology requirements.
- Communicated with 500+ shipping and receiving facilities to coordinate 1000+ weekly shipment appointments through phone calls, emails and web portals.
- Educated carrier partners on facility procedures by providing personally curated notes and connecting them with on site staff for any additional questions.

### Education

