Jillian P. Goodwyn

Data Scientist

716-430-8834, Buffalo, NY
jpgoodwyn@gmail.com
www.linkedin.com/in/jpgoodwyn

PROFESSIONAL EXPERIENCE

Anthology, Inc. **Buffalo, NY**
Data Scientist and User Experience Specialist *Nov 2016 - Present*

- Acquire, clean, and analyze higher education and product software data
- Conduct user interviews and create applications and predictive models to automate processes, extract actionable insights, and deliver decision making aids from collected data
- Mentor 3 user experience experts in data science practices to broaden team knowledge of data collection and analysis of product usage data
- Most recent deliverables of note:
  1. Apply and interpret decision tree classification model to identify customer characteristics that may make them more likely to drop a product
  2. Create Python applications to automate tedious and error-prone tasks for coworkers, reducing 25+ hours of time per file into 15 seconds
  3. Develop and score gradient boosting model to flag urgent incoming customer feedback comments and save 8+ hours of time per workload

IBM **Washington, D.C. and Buffalo, NY**
Lead Business Analyst and Junior Data Scientist *Sep 2013 - Nov 2016*

- Performed data analysis on rapid analytics projects to discover data trends and anomalies for 3 different Buffalo, NY companies
- Trained 2 junior business analysts in user interviewing skills, requirements building, and data analysis methods
- Developed use cases and requirements to deliver web apps and dashboards for 4 large scale government and healthcare projects in the Washington, D.C. area

MASTER'S PROGRAM PROJECTS

Good or Bad Borrower? Predicting Bank Loan Default *Mar - May 2021*

- Using LendingClub bank loan data, applied simple linear regression to identify strongest indicators of loan delinquency, and then ran random forest decision tree classification to predict the likelihood of new applicants paying back loans

Predicting Board Game Ratings *Jan - Mar 2021*

- Mined, cleaned, and analyzed over 120,000 records of board games from BoardGameGeek.com to identify the characteristics of the most popular board games and predict how newly released games would rank publicly

Forecasting Customer Demand *Aug - Dec 2020*

- Researched and delivered a range of customer purchasing forecasts using random forest regression and extreme gradient boosting models to inform the network design and modeling teams for a local food production supply chain

SKILLS

Programming Languages
- Python
- R
- SQL

Data Visualization
- Power BI
- Tableau

Cloud Computing & DB
- Microsoft Azure
- Amazon AWS

Machine Learning
- Random forest classification and regression
- Extreme gradient boosting
- Text mining & analysis
- Natural language processing
- Decision trees
- Neural networks

Certifications
- SPSS Modeler Data Mining - IBM Certified Associate
- Section 508 Compliance

EDUCATION

SUNY Buffalo State College, Buffalo NY
Data Science and Analytics Master of Science, projected graduation Spring 2022

Carnegie Mellon University, Pittsburgh PA
Bachelor of Humanities and Arts dual degree program, 2013
summa cum laude