Lisa Paul

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DATA SCIENTIST

I have a multi-faceted approach and love uncovering hidden patterns in data to harmonize each insight with its best audience. I want to bring my strong analytical mindset, resourceful curiosity, and coding knack to data modeling of complex problems for organizations whose cultures value corporate social responsibility.

SKILLS

- **Programming Languages:** Python, R, SQL, HTML/CSS, shell scripting, C
- **Data Analysis and Modeling:** pandas, SciKitLearn, NumPy, MatPlotLib, Keras, Streamlit, Flask, Tableau, GitHub
- **Software:** Jupyter Notebook, Google Colab, Slack, Trello, Siebel CRM, Google Suite, MS Office Suite

DATA SCIENCE PROJECTS

Alaskan Bush Pilot Project GitHub
- Teamed with four data scientists to analyze crash factors among Alaskan Bush Pilots exploring data with NLP, GLM models, and visualizations to derive valuable insights and safety recommendations from inference metrics.
- Found 43.8% decrease in the odds of fatal injury in visual meteorological conditions, 11.1% increase within 3 miles of airports, and 9.0% increase for flying at night vs morning.

Reddit Natural Language Processing Project GitHub
- Extracted data from "Explain like I'm Five" and "No Stupid Questions" subreddit posts via PRAW API, performed NLP with CountVectorizer, and utilized Multinomial Naive Bayes estimator with Grid Search.
- Achieved 85% accuracy in identifying posts' origin from the title alone, representing an increase of 39 percentage points above the baseline (mean) accuracy of 46%."

Good/Fast/Cheap Hackathon GitHub
- Collaborated on a team of 5 to develop and test the winning model for an in-class hackathon: classifying student wages in an unseen set of matriculating students next year, using UCI's Census Income data.
- Achieved a 93% predictive accuracy on the testing set using an Adaboost model. Adhering to the "cheap" constraint, strategically employed a reduced dataset containing only 20% of the observations of the original data.

EXPERIENCE

General Assembly, Data Science Immersive *Online Program, 09/2023 - 12/2023*
- Successfully completed 480+ hours of expert-led instruction in Python, SQL, R, time series, predictive & inferential statistical modeling, machine learning, decision trees, ensemble learning (bagging, boosting, random forest), CNN, RNN, & LTSM.
- Developed projects to apply hands-on learning of Python, data cleaning, regularization, data analysis, multiple regression, classification, & clustering models, model validation metrics, natural language processing (NLP), & neural networks.

Freedom Mortgage Corporation, Customer Service 3 *Beaverton OR, 10/2021 - 02/2023*
- Resolved customer queries via phone, showcasing exceptional problem-solving skills in a high-pressure environment.
- Assisted with VA, USDA, FHA, and conventional loans; to guide homeowners through relief applications, ensuring they accessed the best available payment-assistance/deferral programs during the pandemic.
- Strategized and clarified best next steps and timeframes for non-payments, preventing foreclosures whenever possible.
- Customized Excel spreadsheet templates to streamline internal process calculations, sharing results with teammates, and improving overall team efficiency.

Holland America Line, Reservation Chat/Support Agent *Seattle WA, 08/2011 - 07/2020*
- Engaged with guests via phone, email, and chat: resolving inquiries for a global travel company.
- Demonstrated expertise in the loyalty program, addressing concerns related to cruise history, fulfilling dozens of guest issues daily.
- Provided technical support for guests' online check-in and website navigation, enhancing their overall travel experience.
- Implemented a customer-centric solution by printing/mailing personal cruise history records to guests with no email addresses, ensuring comprehensive service delivery.

EDUCATION

General Assembly – Certificate, Data Science Immersive *New York NY*

Portland State University – BS, Computer Science *Portland OR*

Bennington College – BA, Music (concentrations: Biology, Math) *Bennington VT*