

# MARK DRUFFEL

📍 Portland, OR

Data science generalist with a decade of experience working at all levels of organizations. I love using data visualization to understand and communicate insights, ggplot2 is my happy place.



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## 📁 EXPERIENCE

2021

### Senior Data Analyst

DocStation

📍 Remote

First analyst at a start-up where we're building a platform that enables pharmacists to provide value-based care.

- Grow capabilities by developing new data models with pyspark, which are managed with an Apache Airflow pipeline.
- Support operations by developing dashboards with Apache Superset, R Shiny, AWS Aurora, and Snowflake.
- Perform ad hoc analysis and predictive modeling which has led to improvements in task targeting, sales, and customer retention.
- Collaborate with engineers to design a scalable analytics architecture.
- Write pitches for new features and tools based on product analysis.
- Developed an internal blog for low cost, high-fidelity analysis publishing.

2017

### Data & Analytics Consultant

Propeller

📍 Portland, OR

Developed data strategies and road maps for clients, and executed analytics projects including the project management, change management, analysis, and engineering.

- Created a feedback loop between a product team and their end-users by developing a text analysis and NLP pipeline, which automatically identified user pain points from the website and app feedback tools.
- Designed a prototype app that enabled an HR team to transition to a data-driven recruitment process, improving velocity and candidate quality.
- Developed and facilitated an analytics workshop that helped a client's business partners understand the analytics process to improve collaboration.
- Developed internal analytics infrastructure to streamline Propeller's operations including API wrappers, a data pipeline, and automated reporting.

2013

### Business Intelligence Manager

Northern Trust, Hedge Fund Services

📍 Chicago, IL

Managed a global team of reporting and operations analysts.

- Trained new analysts by teaching SQL, Tableau, R, Python, etc. to improve the teams' capabilities and support members' career goals.
- Designed and developed an analytics pipeline that identified bottlenecks, forecasted server demand, etc. to measure and manage tech debt.
- Developed dashboards and reporting using Tableau and eGlue (homegrown).
- Managed access management, data transfer, and data quality assurance.

2011

### Senior Consultant

Plante Moran

📍 Chicago, IL

Managed IT audits and risk assessments for clients in various industries.

2010

### Staff Auditor

Fifth Third Bank

📍 Cincinnati, OH

Executed financial audits, IT audits, and risk assessments.

## 🎓 EDUCATION

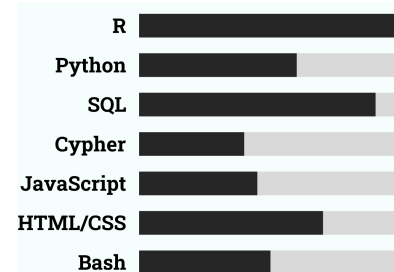
### University of Notre Dame

M.S in Business Analytics

### Ohio University

Bachelors in Business Admin

## >\_ LANGUAGES



## 🔧 TOOLS

### Database / Big Data

Snowflake, Aurora, MySQL, MS SQL, Apache Spark, pyspark, sparklyr, Apache Arrow, neo4j, dbplyr, data.table

### Data Visualization / Dashboard

ggplot2, shiny, observable, d3.js, Plotly, Highcharts, Apache Superset, Tableau, PowerBI

### Modeling

tidymodels, caret, keras, tidytext, Apache OpenNLP

### Devops

Git, AWS, Digital Ocean, Docker, Apache Airflow, Netlify

### Design

InVision, Figma, Gimp, Scribis

## 🤝 VOLUNTEER

### Civic Software Fdn, Exec Producer

Delivered a web app that provided longitudinal analysis to the Oregon Department of Education.