

MARK DOUCETTE

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PROFESSIONAL EXPERIENCE

nCino (San Antonio, TX)

Senior Manager, Engineering - Data & AI | Dec 2022 – July 2024

- Led team of 15 direct reports across three high-performing technology teams on artificial intelligence (AI), data engineering, and data analytics while co-owning global strategic vision on AI and machine learning delivering tangible valuable to customers and measurable business growth.
- Demonstrated strong leadership by scaling and managing three key critical engineering teams: AI Platform, Benchmarking Analytics and Reporting, and Generative AI Platform. Strategically built Generative AI Platform, and Benchmarking Analytics and Reporting teams from ground up while leading AI Platform team, also scaled by adding 2 new hires in under year.
- Reported directly to Vice President (VP) of Data and AI to strategize thinking on team scaling, growth opportunities, and creation of new teams based on proposed growth plans.
- Reduced deployment time of machine learning models from 10 months to one through robust data preprocessing and scaling preexisting AI platform team of two engineers to five; then leading team to establish modular architecture increasing machine learning model velocity and feature engineering pipelines.
- Stood up four person analytics and reporting team to productionize industry benchmarks and insights product, providing visibility on market trends, comparison of financial peers, and internal/external lenses on usage data.
- Influence key stakeholders on critical architectural and infrastructural decisions to ensure successful deployment and maintenance of data science deliverables including developing models, algorithms, and data pipelines.
- Generated \$900K in annual revenue by building generative AI platform team to construct generative AI solution designed to solve complex problems and improve operational efficiencies for financial institutions.
- Assisted in securing executive buy-in and funding to build enterprise generative AI platform, partnered with C-suite to align business strategy, identified opportunities supporting key business initiatives, and disseminated project roadmaps to teams.
- Executed vision for generative AI platform improving efficiency and customer satisfaction for while ensure adherence to ethical standards by designing business intelligence (BI) solutions automating time-consuming tasks for frontline staff.
- Supported nCino's AI vision by coaching team of four engineers in machine learning best practices and emerging technologies and techniques, (i.e., Natural Language Processing, LLMs, and neural networks) and guiding them in designing AI framework using AWS SageMaker, Databricks, CI/CD pipelines, and MLFlow."
- Led integration of AI models and machine learning algorithms into existing business systems through close collaboration with product and engineering teams as well as leading integration of AI models into core banking platform to enable platform use by other internal units and reducing 10-month workload to one through removal of unnecessary processes.

Bytecode IO (San Antonio, TX)

Senior Data & Analytics Consultant Manager | Apr 2021 – Dec 2022

- Promoted to lead 18 senior consultants in earning certification of and use of business intelligence (BI) tool, Looker, for corporate clients seeking business strategy and decisions based on real-time views of business data.
- Collaborated with senior leadership to grow consultant team of 20 to 65 in under 18 months, identified data governance gaps, and assessed data governance maturity for key clients in complex data environments.
- Maintained 75% of regular senior consultant workload.
- Supported five Looker Instances for key client Electronic Arts by leading 80+ developers to run bi-weekly training sessions covering all aspects of Looker, emphasizing quality of standards in development practices.
- Built customized demo demonstrated at national conference for customer and data software company Firebolt. Migrated +300 files and 2 terabytes (TB) data from password protected site to Amazon Simple Storage Service (S3) with multi-factor authentication (MFA) in Python, and then modeled data and built dashboards in Looker.

Senior Data & Analytics Consultant | Jan 2020 – Apr 2021

- Led 80+ large-scale consulting projects resulting in \$1.2M in revenue for startups to Fortune 100 companies bringing tangible business value through transformative data solutions. Collaborated with client data engineering teams to optimize data modeling for more comprehensive and accurate data analyses.
- Created and maintained pipelines for data analysis in the cloud by leveraging industry-leading data warehouses, Extract Transform Load (ETL) tools, and Application Program Interface (API) integrations.
- Pioneered ground-breaking process for key client and video streaming company to generate meaning from big data sets by identifying sources of video interruption, allowing for early problem detection, improved streaming service, long-term business sustainability, and increased revenue.
- Translated complex business requirements into analytical solutions to solve complex problems using LookML, SQL, Python, and R. Improved customer service by providing frontline workers ability to identify problems quickly from expansive data sources.

- Migrated data for 15+ clients into top three cloud database architectures (AWS, GCP, and Snowflake) with tools Fivetran, Stitch, S3 and python, ensuring data privacy compliance throughout entire process.

USAA (San Antonio, TX)

Senior Data Consultant | May 2019 – Jan 2020

- Accelerated company assessment of corporate risks and vulnerabilities across all computing devices, consulting with analytics team to optimize data for more timely forecasting and improved insights.
- Automated weekly report that tracked 2M+ vulnerabilities across four different platforms by leveraging python, SQL, and excel to deliver insights to executive team and senior leaders, resulting in strategy adjustment from top down.
- Developed simpler, easier-to-use report in Tableau highlighting applications unready for company-wide technology upgrades, allowing live communication of information to leaders detailing patches needed still and responsible staff.

Earth Class Mail (San Antonio, TX)

Data and Analytics Director | Oct 2018 – Apr 2019

- Led optimization of data forecasting and insights capabilities while also sustaining and elevating data analysis functions.
- Engaged with Chief Executive Officer (CEO) and vice presidents to aid in best practices towards business goals.
- Facilitated improvements in return on investment (ROI) across two brands by delivering insights to executive team and senior leaders, adjusting strategy from top down.
- Expedited availability of month-end figures from four days to two hours, providing senior leaders with monthly and quarterly performance concerning specific departments and company at large.
- Accommodated increasingly complex methodology in compliance with new accounting laws required of Software as a Service (SaaS) companies by revising forecasting models across 15,000 customers.

Rackspace (San Antonio, TX)

Senior Data Scientist | Aug 2015 – Oct 2018

- Recruited to manage services company leveraging expertise in data science, quantitative research, and backend data to manage services company supporting various technologies. Used statistical analysis, data mining and modeling techniques to identify, isolate, and visualize patterns and trends.
- Grew installation-based sales by 5% and delivered personalized product recommendations, using Random Forest methodology to assess current product portfolios and predict likely purchases.
- Reduced customer attrition and account loss by creating and executing tool with 100+ indicators to support sales and support teams to assess and score customer flight risk, developed with Random Forest machine learning algorithm.
- Partnered with management consulting firm Bain Company to survey and analyze results from 2,000 C-level industry leader participants. Enhanced marketing, product and sales teams' BI by boosting marketing campaigns, enriching product road maps, and achieving higher average revenue per customer (ARPU).

FURTHER PROFESSIONAL EXPERIENCE

Rackspace | Marketing Operations Manager

San Antonio, TX (2013 – 2015)

Rackspace | Marketing Analyst III & IV

San Antonio, TX (2011 - 2013)

EDUCATION

MS, Data Science | Indiana University – Bloomington, IN

BS, International Business and Marketing | University of Colorado – Denver, CO

Executive Education General Management Certificate | University of Texas at Austin | Austin, TX

TECHNICAL SKILLS

Machine Learning Frameworks: TensorFlow, PyTorch, MLFlow, Databricks

AI/ML Techniques: NLP, Neural Networks, Large Language Models, Decision Trees & Random Forests

Python Libraries: Pandas, NumPy, SciPy, scikit-learn

Programming Languages: Python, SQL, LookML, R

Data Visualization: ggplot2, Looker, Matplotlib, PowerBI, QlikView, Tableau, Seaborn

Data Engineering: AWS, DBT, GCP, Firebolt, Fivetran, S3, Snowflake, Stitch

Databases: Azure, BigQuery, Firebolt, MySQL, MSSQL, Netezza, NoSQL, Postgres, Redshift, Snowflake

Platforms: AWS, Databricks, GCP, Firebolt, Snowflake

Methodologies: Supervised Learning, Unsupervised Learning, Regression, Classification