

Mary E. Schindler

Data Scientist

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<https://maryschindler.github.io/>

My detail-oriented mindset allows me to break down complex problems into manageable parts to which I apply problem solving and analytical skills. Using my technical skills, I help businesses help their consumers arrive at the right data-driven solution.

Technical Skills

Coding: Python (including Pandas, Numpy, Scikit-learn), SQL, Git, GitHub, Jupyter

Data Visualizations: Matplotlib, Seaborn, Tableau

Machine Learning: Linear and Logistic Regression, Classification, Feature Engineering, Natural Language Processing, Neural Networks

Professional Experience

General Assembly

Data Science Immersive Graduate (September 2021 - December 2021) Remote

- Acquired and applied data analysis and visualization skills over the course of an approximately 500-hour immersive course, completing twenty-five (25) lab assignments and six (6) projects, leveraging data science best practices to solve real-world problems
- Developed a Natural Language Processing model to identify sentiment in texts, specifically movie reviews, using statistical methods and modeling, over the course of five (5) hours in a project 'sprint'. The majority class was predicted with approx. 65% accuracy
- Completed a capstone project predicting upcoming setlists for the band Phish based on a recurrent neural network model and all previously played shows, project aspects ranged from data collection to modeling a recurrent neural net

Citizens Bank

Office of the Chairman Advocate (May 2018 - October 2020) Johnston, RI

- Supported Bank customers and internal business units by providing high-level operational and service support with regards to Executive and Regulatory complaints, including acting as a single point-of-contact between the Bank and outside parties (ex. CFPB)
- Researched and responded to customer and internal bank issues referred to the department by Regulatory bodies, e.g. The Office of the Comptroller of Currency, The Consumer Financial Protection Bureau, etc., Consumer organizations, such as the Better Business Bureau, and the Bank's vendor partners, ensuring timely responses where required by regulatory standards

Customer Resolution Senior Advocate (February 2017 - May 2018) Cranston, RI

- Investigated and resolved escalated customer issues by advocating on the customer's behalf, challenging policies when situationally appropriate, and employing solution-oriented thinking with the goal of providing a best-in-class customer service experience
- Utilized extensive knowledge of bank products, services, and risk management in order to resolve and respond to the most complex customer issues within agreed upon service levels

Contact Center Advocate - Supervisor (November 2015 - February 2017)

- Handled sensitive takeover calls in a timely manner with an emphasis on taking ownership and first-call resolution whenever possible
- Acted as liaison between customers and non-customer facing departments to ensure effective handling and resolution of customer issues

Education

General Assembly

Remote

Data Science Immersive (September 2021 - December 2021)

University of Vermont

Burlington, VT

B.A. in Mathematics (September 2010 - May 2014)

Minor in Chemistry