

## Max Shroyer

Data Science, Analytics, &  
Visualization

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### Education

**BOSTON  
UNIVERSITY**

**Boston University**

Boston, MA

*MS, Applied Data Analytics*

**BW BALDWIN  
WALLACE  
UNIVERSITY**

**Baldwin Wallace University**

Berea, OH

*BA, Art History*

*German minor*

**UNIVERSITÄT OSNABRÜCK**

**Universität Osnabrück**

Osnabrück, Germany

*Studied abroad in Osnabrück, Germany.*

### OBJECTIVE

To utilize my experience, education, and self-motivation to substantially contribute to the success of the organizations and institutions I seek to join. I'm passionate about using data to solve complex problems with actionable insights.

### WORK EXPERIENCE

**BOSTON  
UNIVERSITY**

**Online Course Facilitator,  
MET Graduate School of Computer Science**

May 2020 – Present

*Boston University*

Teaching Assistant for the course "Foundation of Analytics with R". Act as point of contact for all student questions regarding course material. Grade student assignments and projects in accordance with grading criteria. Hold weekly office hours to go over homework assignments and subject matter for that week. Act not only as an educator but also as a student supporter and cheerleader.

**charles  
SCHWAB**

**Sr. Specialist, Business Intelligence** Dec 2019 – Present  
*Charles Schwab & Co., Inc.*

Regularly build Tableau dashboards for stakeholders across Charles Schwab Retirement Plan Services that provide useful, actionable information. Use SQL and Alteryx to create custom, ad-hoc ETL processes to gain insight from disparate data sources. Regularly work with SQL Server, Teradata, Data Warehouses, Legacy Databases, Data Lakes, and Production Copies, as well as Big Data Environments with Hive and Drill. Create time-series, linear, and logistic regression models to forecast expected outcomes and volatility for portfolios with R and Python. Create meaningful and insightful visualizations that are understandable and consumable for all stakeholders. Meet regularly with and prioritize the needs of the end user. Deliver actionable insights to colleagues to better anticipate and cater to the needs of our clients.

**CHN**

**Salesforce Operations Analyst**

Mar 2018 – Nov 2019

*CHN Housing Partners*

Reported to and worked with the Assistant Director for Strategic Innovation to co-administer a Salesforce org of over 100 users. Analyzed business practices and transitioned departments from a variety of databases to Salesforce by building custom objects and creating necessary automations with workflows and process builder. Transitioned the organization from Salesforce Classic to Salesforce Lightning experience. Wrote technical documentation for the use and purpose of systems built. Conducted internal trainings for personnel to use Salesforce. Created ad hoc reports and dashboards for stakeholders.

## WORK EXPERIENCE

### Skills

**Technical skills:** R, Python, T-SQL, Teradata, jQuery, Regex, Tableau, Hive, Drill

**Professional Certifications:** Tableau Certified Desktop Specialist

**Office Applications:** Alteryx, Microsoft Excel, Microsoft Word, Microsoft PowerPoint, Microsoft Visio, OneNote, SharePoint, Adobe DC, Salesforce, Microsoft SQL Server



#### Data Acquisition Analyst

Sep 2018 – Mar 2019

*Asurint*

Developed and implemented numerous web spiders/scrapers to provide data for Asurint background screening databases using C#, XML, and jQuery. Managed and maintained multiple web spider executions for internal bulk data acquisition. Acted as a point of reference to internal and external partners for questions related to bulk data while continuing to maintain all responsibilities outlined in the below Data Support Analyst position.



#### Data Support Analyst

Mar 2018 – Sep 2018

*Asurint*

Reviewed and evaluated data sources for usability, quality and content. Managed a queue of data records flagged for quality review. Investigated data bugs and developed methods to correct them. Executed monthly, weekly, and daily web spider updates for internal, bulk data acquisition. Facilitated the acquisition of court and vendor-provided data. Used HTML, XML, jQuery, and SQL.



#### Compliance Analyst

Aug 2017 – Mar 2018

*Asurint*

Provided meaningful analysis of compliance and consumer dispute-related data. Ensured data integrity making necessary corrections to relational databases. Recommended areas of process improvement and IT enhancements to maintain compliance and decrease potential risk. Created monthly executive reports using Tableau and pivot tables in Excel. Reported to both the Director of Compliance and General Counsel to monitor department overhead costs, team training, team development, and resolving internal and external issues while continuing to maintain all responsibilities outlined in the below Compliance Associate position. Implemented policies that reduced disputes from MN records by 80% and eliminated disputes attributing matching criminal records to certain minors.



#### Compliance Associate

May 2017 – Aug 2017

*Asurint*

Handled candidate and client dispute intake, reinvestigation, and completion. Addressed client compliance concerns; monitored the department inbox, answering all candidate, client, and internal emails; and coordinated with account managers to strategically approach compliance-related concerns for clients. Trusted with highly sensitive candidate information. Utilized critical thinking skills to resolve candidate concerns quickly, efficiently, and in compliance with Fair Credit Reporting Act (FCRA). Project managed a client credentialing project, coordinating work between three different departments, the success of which was instrumental in Asurint gaining its NAPBS accreditation.



#### Assistant Team Lead, Research Department

Aug 2016 – May 2017

*Asurint*

Co-supervised a team of 10 Record Researchers with the Team Lead; assisted the Team Lead with daily reporting requirements, team training and development, and resolving internal and external issues while continuing to maintain all responsibilities outlined in the below Records Researcher position. Demonstrated strong leadership skills by fielding and answering the team's questions to find the best solutions to everyday problems encountered by an entry-level team.