NATHAN DIEKEMA

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SUMMARY

Motivated Data Scientist backed with 3+ years of industry experience. Excellent at asking the right questions to derive actionable insights in fast-paced environments. Proficient problem-solver, out-of-the box thinker, and dependable team member. Brings strong technical expertise, adaptability, and a commitment to continuous learning.

KEY COMPETENCIES

- **Programming** | Python, R, SQL, C, Java, HTML, CSS
- **Machine Learning** | Scikit-learn, Tensorflow, Keras
- **Data Processing** | Pandas, PySpark, NumPy, ETL
- **Cloud Computing** | AWS EC2, S3, RDS, Sagemaker, etc.
- **Data Analysis** | Jupyter, Excel, tidyverse, EDA, NLP
- **Data Management** | MySQL, Snowflake, MongoDB
- **Visualization** | Tableau, HEX, Matplotlib, Plotly, ggplot2
- **Collaboration** | Git, Palantir, Docker, MS Office

EXPERIENCE

Postal – Data Scientist **[Apr. 2024 – May 2025]**

- Defined and monitored business-critical KPIs to drive data-informed decision-making across the company
- Automated multi-source data workflows via API integrations in python, saving hours of tedious manual work
- Improved data accessibility across the organization by consolidating siloed sources into interactive dashboards, making critical business metrics easily accessible and reducing reliance on manual data requests
- Developed a data-driven account health scoring algorithm using key behavioral and financial indicators, empowering Customer Success to proactively reduce churn by identifying and supporting at-risk clients
- Revamped churn forecast model, increasing accuracy by 7% via improved feature selection and engineering

Pebble – Data Scientist **[Mar. 2023 – Jan. 2024]**

- Implemented and iteratively refined a risk-based pricing model in Python to estimate group healthcare spend, achieving a 6% reduction in MAE and enabling the development of more affordable HRA-driven health plans
- Dramatically improved run-time efficiency of risk model code by 80%, enabling faster decision-making
- Built an interactive dashboard in HEX to track monthly HRA spend, providing real-time insights into spending patterns
- Collaborated closely with the sales team and clients to develop tailored health plans, aligning with unique client needs
- Optimized health plan creation workflow through the implementation of an automated proposal generation system, achieving a notable 60% reduction in proposal creation time

Netflix – Data Science Intern **[Mar. 2022 – June 2022]**

- Web-scraped and cleaned external data on over 3.4 million apps from both the App Store and Google Play Store
- Trained predictive models to help identify important trends in the mobile gaming market
- Cleaned and derived a table of aggregate variables from 7.6 million rows of internal customer data using SQL and then utilized PCA and k-means to form distinct customer segments
- Combined external and internal findings to uncover valuable insights on Netflix's potential growth in the mobile gaming industry, and presented customer-centric recommendations in a concise format

AT&T – Data Science Intern **[Jan. 2022 - Mar. 2022]**

- Utilized PySpark and SQL to clean, wrangle, and analyze hundreds of GB worth of customer data
- Developed statistical models, examined trends, and extracted key insights to map the typical customer journey
- Segmented over 250 million customers into 7 distinct segments using k-modes, resulting in the ability to derive more personalized retention strategies to reduce churn for "at-risk" customers
- Developed a predictive model to identify when certain types of customers are most likely to churn and investigated why

EDUCATION

M.S. Data Analytics - California Polytechnic State University, San Luis Obispo **[June 2022]**

- Relevant Coursework – Econometrics, Cloud Computing, Data Management, Data Mining, Machine Learning
- Cumulative GPA: 4.0; Academic Honors (top 10% of graduating class)
- Certifications: AWS Cloud Practitioner Badge, AWS Machine Learning Course Certificate

B.S. Electrical Engineering - California Polytechnic State University, San Luis Obispo **[June 2021]**

- Minor in **Computer Science**
- Relevant Coursework – Data Structures, Continuous & Discrete Signals, Computer Vision, Neural Networks