Chris Umphlett

Data Scientist

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Skills

Data Science

- Forecasting, supervised Machine Learning, big data wrangling, process automation, Discrete Event Simulation, Regression analysis, data quality enhancement, data visualization

Applications

- RStudio, SAS EG, SQL Server, Excel, Tableau

Languages

- R, SAS, SQL, VBA, Python (limited)

Leadership

- Former non-profit board member and president, presenting information to mid-size audience, mentorship of peers, explaining technical material to non-technical audience and management, oversight of interns

Experience

Consumers Energy   *Jackson, MI*

Data Scientist (contractor)   *Oct 2018 - Present*

- Created new Customer Experience Index (CXi) automated reporting. I brought together transactions and survey responses from our web, call center and field channels from disparate sources and created the data architecture in SQL Server for storing the data. I developed code to calculate CXi across different levels of aggregation, create backups and automatically detect data quality issues.
- Development of speech analytics within Customer Operations utilizing Speechminer.
- Evaluated department's call center forecasting and provided recommended improvements in modeling methodology and benchmarking.
- Discovered and remediated many data quality issues, teaching the team best practices for ensuring quality and catching errors.

Impression 5 Science Center   *Lansing, MI*

Pro bono analytics consultant   *Nov 2018 - Present*

- Helping I5 calculate its member retention rate and then study and strategize how to improve and optimize its member renewal strategies.

Jackson National Life   *Lansing, MI*

Sr Operations Business Process Analyst   *Mar 2012 - Sep 2018*

- Learned and implemented machine learning and statistical processes, including: anomaly detection, force-directed network visualization, logistic regression, exponential smoothing, unobserved component models, automatic dimension reduction and variable selection, text mining, decision trees and fuzzy matching.
- Created automated forecasting system with semi-supervised machine learning umbrella to automate model parameterization. Forecasts are generated using Unobserved Component Modeling implemented with SAS PROC UCM.
- Connected to and queried directly from production DB2 databases using SAS SQL.
- Used discrete event simulation (R's simmer package) to predict the effect of various staffing strategies on Operations KPIs.

Kellogg's   *Battle Creek, MI*

Intern, Pricing and Promotion Analytics   *May 2011 - Mar 2012*

- Contributed to Kellogg's marketing and sales strategies, including optimal feature price, display partners and expected promotion lift.

Education

Central Michigan University   *Mount Pleasant, MI*

MA, Economics   *2010 - 2012*

- Research Assistant for two professors
- Taught undergraduate Microeconomics
- Master's paper: Fare or Foul: The effects of public transit fare increases on auto fatalities

University of North Carolina   *Chapel Hill, NC*

BS, Business   *2002 - 2006*

- Minor: Anthropology