TAYLOR FRANKLIN

Data Scientist

PERSONAL PROFILE

Throughout my career, I've relied on data to report on team-wide performance and deliver feedback to direct reports. Since furthering my data science skill set through both formal and informal education, I am looking for my first data-centric role where I can solve problems and make an impact for my organization.

SKILLS AND ABILITIES

- Python
- SQL
- R
- GitHub
- Looker
- People Management
- Leadership Development
- Project Management

CONTACT DETAILS:

Phone: 615-500-2252
Email: tfranklin63@gmail.com
LinkedIn: www.linkedin.com/in/taylor-y-franklin/
GitHub: https://github.com/lordfrahnk
Address: 3167 Charles Park Drive, Nashville, TN 37211

CAREER HISTORY

DATA SCIENTIST APPRENTICE
Nashville Software School, September 2020 - Present

- Immersive, part-time evening course focused on developing skills within the data science process including data cleaning, exploratory data analysis, data visualization, and machine learning models
- Completed individual and group projects covering real-world topics like COVID-19 reporting, diversity and inclusion, Medicare referrals, and more.
- Fully remote course-work and collaboration for group projects using Zoom, Slack, and GitHub in a simulated agile work environment
- Midcourse project: https://tfranklin63.shinyapps.io/nhl_stats_app

ASSOCIATE MANAGER, CUSTOMER EXPERIENCE
Warby Parker, October 2017 - Present

- Redesigned the Order Processing team's productivity metrics to more accurately reflect their contributions
- Created Looker dashboards and visualizations to share team performance with department stakeholders
- Facilitated introductory Looker training for newly promoted Team Leads
- Oversaw the operations of 80+ associates and directly managed 4 Team Leads

TEAM LEAD, CUSTOMER EXPERIENCE
Warby Parker, September 2015 - October 2017

- Queried data and utilized data storytelling to coach and/or issue performance improvement plans to direct reports
- Completed quality assurance of customer interactions with associates on a monthly basis
- Spoke directly with escalated customers to gather feedback on their experience and perform service recovery
- Managed a team of 10+ Customer Experience Advisors

ACADEMIC HISTORY

NASHVILLE SOFTWARE SCHOOL
September 2020 - Present

UNIVERSITY OF KENTUCKY
Bachelors of Business Administration, 2008-2012