Olivia Chen

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EDUCATION

American University, Washington DC	**Fall 2014-Spring 2016**

Master of Science in Statistics   GPA: 3.83/4.0

University of California, Davis	**Fall 2011- Summer 2013**

Bachelor of Science in Economics, Minor in Communication

Metis, San Francisco	**October – December 2016**

Data Visualization with D3

ACADEMIC HONORS AND AWARDS

Graduate Assistantship Award, American University	**Fall 2014-Spring 2016**

CERTIFICATES

SAS Certified Base Programmer for SAS 9 Credential	**December 2014**

TECHNICAL SKILLS

Machine Learning/Statistics: Classification, Regression, Tree-based methods, Support vector machines, Time Series, Bayesian Inference, clustering

Software and Programming Languages: Excel, Python (scikit-learn, numpy, scipy, pandas), R, MySQL, PostgreSQL , Redshift, MongoDB, Spark (PySpark, MLlib), Hadoop, Java, Tableau, JavaScript, D3

RECENT EXPERIENCE

Customer Insight Analyst, Ancestry.com, San Francisco	**August 2016 – Present**

- Working with CRM team to optimize email campaign using A/B testing and predictive modeling
- Collaborating with Data Science team on forecasting sales using time series and product cross-sell
- Investigating customers' segmentation and user retention through statistical modeling and analysis
- Building reports and dashboards in Tableau for business owners and senior managements

Data Scientist Intern, Equate Analytics, Washington D.C.	**Jan 2016 – May 2016**

- Worked with email marketing team, created exploratory data analysis and visualization for health insurance leads using SQL and Tableau for business key metrics
- Conducted and automated A/B tests and experiments to analyze user behavior in healthcare website

Analyst Intern, Sol Systems, Washington D.C.	**May – December 2015**

- Collected data through different APIs, conducted predictive analysis for solar production risk
- Applied time series analysis to forecast SRECs (solar renewable energy credit) price
- Worked with analytics team to design and build a stochastic econometrics model for SREC (solar renewable energy credit) price

Graduate Research Assistant, American University, Washington D.C.	**Fall 2014 – Spring 2016**

- Worked with Dr.Robinson and DARPAR's SIMPLEX group on topological data analysis
- Assisted Marketing Professor with statistical analysis (PCA, Generalized Linear Model) for paper
"The effect of out-group consumer contact on response to targeted marketing"

Siri/Apple Maps QA Analyst, Apple Inc, Cupertino CA	**Sept 2013-August 2014**

- Processed and analyzed user data in both US and China markets for product quality assurance
- Collaborated with engineer teams to improve Siri performance
- Conducted in-depth data analysis using internal tools/program