**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