

Andy Chiv

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[Linkedin](#)

[Portfolio](#)

PROFESSIONAL EXPERIENCE

Data Science Intern, AT&T Inc. | San Luis Obispo, CA

Apr 2023 - Jun 2023

- Conducted customer segmentation using KNN in Python by leveraging AT&T customer data and macroeconomic indicators to identify patterns and impacts of economic trends on customer behavior, resulting in 5 marketing profiles.
- Developed a Tableau dashboard to visualize changes in customer behavior across segments using both internal and external KPIs, highlighting customer profiles and promotion strategies to drive customer retention and acquisition.
- Collaborated with cross-functional teams to present findings to the AT&T analytics team, highlighting the actionable insights that drive informed business decisions.

Data Science Intern, ENGIE North America Inc. | San Luis Obispo, CA

Jan 2023 - Mar 2023

- Extracted and processed complex datasets related to energy generators and substations using SQL queries and employed R script to automate data cleaning and transformation tasks, reducing manual efforts by 60%.
- Developed optimized SQL queries to retrieve, integrate, and analyze spatial data, leveraging libraries in R to calculate precise distances to the nearest substations for each generator.
- Created 2 interactive dashboards using Tableau, highlighting 5 key insights to stakeholders regarding discrepancies in the forecasting model, and successfully convinced the client to consider 2 recommendations.

Undergraduate Researcher, Cal Poly | San Luis Obispo, CA

Jun 2022 - Aug 2022

- Implemented MATLAB-based algorithm to solve non-linear differential equations using Newton's and Runge-Kutta methods, improving the accuracy of the solution by 45%.
- Employed MATLAB plotting functions to generate 15 plots and graphs, aiding the interpretation of the results and presenting findings to 50+ audience.

Math Tutors, Cal Poly | San Luis Obispo, CA

Sep 2021 - Jun 2022

- Facilitated study sessions for 10-15 students 4 times a week in advanced calculus subjects through tailored instructional approaches and learning styles for each student.
- Elevated student performance by at least one letter grade with 25% average improvement scores through the use of customized LaTeX math worksheets.

TECHNICAL SKILLS

- **Languages/Tools:** Python, R, SQL, Git, LaTeX
- **Libraries/Frameworks:** TensorFlow, Scikit-Learn, Pandas, Numpy, BeautifulSoup, Matplotlib
- **Machine Learning:** Classification, Regression Modeling, PCA, Clustering
- **Statistics and Experimentation:** Time-Series Analysis, Hypothesis Testing, Covariance and Correlation Modeling

SELECTED PROJECTS

Optimal Route Planning at Disneyland | [Link](#)

- Developed an ad-hoc analysis to improve the visitor experience at Disneyland California by optimizing route planning for a 1-day trip by web-scraping real-time waiting time data from the top 10 attractions
- Implemented a permutation algorithm to identify the top 3 shortest routes, achieving a significant reduction in the average wait time by 1.5 hours for a one-day trip.

NLP Product Classification for Retailer Stores | [Link](#)

- Deconstructed item descriptions in the cosmetics categories and predicted which products were similar using unsupervised machine learning NLP Naive Bayes, achieving a 73% accuracy rate.
- Performed T-test to assess the price differences in category, providing insights into the impact of price inconsistency across geographic regions

Forecasting Snapchat Daily Active Users Impacted by COVID-19

- Forecasted the potential impact of COVID-19 on Snapchat's daily active users (DAU) in the Nordic region using the Time-Series Prophet Package, providing key insights to ensure continued growth for the platform.

EDUCATION

California Polytechnic State University, San Luis Obispo, CA

Master of Science in Business Analytics

Aug 2022 - Jun 2023

Bachelor of Science in Applied Mathematics with Statistics Minor

Sep 2019 - Jun 2022