Sanzio Monti

Data Scientist and Developer

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Professional Experience

10.2019 – Present | **Mila AG** | *Zurich* | **Software Engineer**
Mila is the European leader in on-demand tech support in 5 countries
- Implemented `API` endpoints for microservices constituting Mila's `backend` using `TypeScript` and `Python`
- Worked on 3 web and mobile applications written with the `frontend` frameworks `Angular` and `React`, utilized daily by all Mila's technicians to handle services, personal data, and client communication
- Improved the static website (built with `React` using `Gatsby` and `GraphQL`) by adding new functionalities for an easier booking of services and the configuration of `Google Analytics` for the eCommerce
- Retrieved more than 50k leads for Mila's technicians crowd using `Python web scrapers`
- Engineered a monitoring system for internal processes checking them with `SQL` queries and `API` calls
- Built a `chatbot` for the communication between customer service and Mila technicians via app or dashboard; reduced significantly the average response time from hours to 10 minutes
- Expanded the features of the B2B integration to book services through an external `API` in `AWS` (`API Gateway`, `Lambda`, and `SNS`), used by more than 10 enterprise partners in Switzerland and Germany
- Maintained and upgraded CI/CD pipelines in `AWS` and `CircleCI` to have flawless deployments as `S3` static websites or `Heroku` hosted applications within 5 and 10 minutes after a `git` push command

05.2018 – 06.2019 | **Takeda Pharmaceutical** | *Glattpark (ZH)* | **Data Scientist**
Takeda is the largest pharmaceutical company in Asia and one of the tops in the world
- Designed and implemented `supervised` learning solutions for tasks in the areas of `feature selection`, `regression`, `classification`, and `time series analysis` using `R` and `Python` data science libraries like `scikit-learn`, `pandas`, and `plotly`; documented and presented the outcomes to the stakeholders
- Visualized the data resulting from `machine learning` algorithms utilizing web applications written with `Flask`; trained over 30 employees to use them to make data driven business decisions
- Increased a drug's processing yield by 10%; reported the findings to an Executive Team member
- Refined a `Power BI` dashboard for Global Supply Chain directors tracking drugs' lifecycle from production to sale with a global map and `Microsoft Visio` flows

09.2017 – 02.2018 | **Thomson Reuters Labs Zurich Region** | *Baar (ZG)* | **Data Science Intern**
Thomson Reuters provides trusted answers to professionals in media, finance, and other fields
- Worked on 2 projects related to text `classification` using `Python` and `Scala` to define models
- Spent time learning and applying `machine learning` algorithms, exploring `Neo4j` databases, and writing `Elasticsearch` queries; presented my progress to a cross-functional team
- Created and managed the internal marketing web pages for 3 of the Labs' projects using `Angular`

Education

02.2017 – 03.2019 | **ETH Zürich** | **Master of Science in Mathematics**
Specialization: statistics and data analysis

09.2013 – 09.2017 | **ETH Zürich** | **Bachelor of Science in Mathematics**
Specialization: probability theory and statistics

Languages

Native **Italian**
Proficient **English**   06.2019 – 07.2019 Language course in New York (USA)
Intermediate **German**
Elementary **French**

Engagement

09.1999 – 06.2016 **Scout Lugano 1915**
I am a Scout since my early childhood and, as a Wolf Cub and Boy Scout, I learned to make decisions, to take responsibility and the meaning of interaction with peers and teamwork. Later, as a Rover Scout, I learned to handle groups of people and to transmit them knowledge and skills, to organize activities and outdoor camping and to be always ready for any eventuality

Interests

- Statistics
- Salsa
- Snowboarding

- Technology
- Riddles
- Travel