

## Reid Case

Glendale, CA 91201 (open to remote and hybrid)

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Data-driven Analytics Manager with over 10 years of experience specializing in machine learning solutions and leading technical teams in the retail banking domain. Proficient in Python, SQL, and AWS with a proven track record of leveraging data to drive strategic decision-making. Actively seeking a challenging Data Scientist role to utilize my analytical skills and leadership experience.

### SKILLS

- **Programming Languages:** Python, SQL, JavaScript
- **Databases:** Microsoft SQL Server, AWS Athena
- **Data Science Tools & Frameworks:** scikit-learn, matplotlib, Plotly, Flask, React
- **Cloud & DevOps:** AWS Glue, SageMaker, S3
- **Other Technical Skills:** Power BI, Git, VS Code, Anaconda, Jupyter
- **Soft Skills:** Agile Project Management, Business Analysis

### WORK EXPERIENCE

#### Business Insights Manager

SkyOne Federal Credit Union

Hawthorne, CA

August 2021 – Present

(SQL, Python, scikit-learn, SQLAlchemy, matplotlib, Jupyter Notebooks, Microsoft Visual Studio Code, Power BI, AWS S3, Athena, Glue, and SageMaker)

- Developed machine learning solutions using Python libraries (scikit-learn, Pandas) on AWS SageMaker to tackle rising default rates in post-COVID economic climate, leading to 12% decrease in bad debt write-offs.
- Led 2 internship cohorts in enhancing analytics capabilities using Python, SQL, and Power BI within an Agile Scrum framework, resulting in 50% increase in project efficiency.
- Conducted regression analyses using Python and SQL to respond to economic pressures, informing strategic decisions that led to 21% increase in funds on deposit.
- Developed roadmaps for implementing data analysis and machine learning development processes, conducted stakeholder interviews leading to increased project acceptance rate.
- Completed vendor assessments reducing costs by 80%, and communicated cloud-based system architecture plans enhancing data equity, availability, and accuracy.
- Applied BIRCH hierarchical clustering using Python and scikit-learn for product development and optimizing customer conversion channels, resulting in 10% increase in approval rates.
- Developed and deployed logistic regression models using Python for marketing campaigns, overcoming data quality issues to reduce contact fatigue and increase response rates from <1% to 10%.

#### Core Systems Programmer Analyst

SkyOne Federal Credit Union

Hawthorne, CA

April 2018 – August 2021

(Microsoft SQL Server, Express, AngularJS, Node.js, and Plotly)

- Implemented and configured a data warehouse solution improving historic data availability and reporting accuracy, enabling quicker financial statement production and paving way for future data science initiatives.
- Designed metadata models adhering to CCPA regulations, enhancing data privacy and security for 60k customers.
- Developed data visualization dashboards using QuickTap Survey's REST API and JavaScript, presenting key financial metrics that guided strategic decisions, contributing to a growth in assets to \$1 billion and an increase to 60k customers.

## **IT Support Programmer**

RiverLand Federal Credit Union

New Orleans, LA

March 2012 – July 2017

(Microsoft SQL Server, Microsoft Report Builder, JavaScript, and Jack Henry & Associates PowerOn)

- Implemented an upgrade to the data infrastructure, enhancing analytics capabilities and overcoming data inconsistency issues, contributing to \$43 million in asset growth over 5 years.
- Designed and implemented data pipelines using Jack Henry & Associates PowerOn for innovative overdraft limit management system, driving a monthly increase in fee revenue between \$30,000 to \$50,000.
- Engineered member ranking system using Jack Henry & Associates PowerOn to manage remote check deposit limits, resulting in a reduction in financial risk.

## **EDUCATION**

### **Master of Science in Computer Science**

Data Science and Software Engineering Concentration

DePaul University

Chicago, IL

November 2020

### **Bachelor of Science in Applied Computing**

Web Application Development Concentration

Tulane University

New Orleans, LA

December 2010

Cum Laude

## **PROJECTS**

### **Cycling Athlete Training Plan Creator**

(React.js, Node.js, Pocketbase, Heroku, GitHub, Deepsource.io)

Repo: <https://github.com/reidtc82/training-app>

URL: <https://training-app-7b0629306967.herokuapp.com/>

(Repo and app access available on request)

- React.js app used to create and manage training plans for athletes competing in bicycle racing events.

### **Distributed Parallel Processing System**

(Python)

Repo: <https://github.com/reidtc82/junkbox>

- Distributed parallel processing utilizing socket server architecture in Python. Central broker manages and delegates functions and data across a network of worker nodes and collects final output.