

## REID CASE

GLENDAL, CA

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## EXPERIENCE

### Business Insights Manager

August 2021 – Present

SkyOne Federal Credit Union Hawthorne, CA

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

- Responded to inflation pressure and rising federal funds rates by conducting regression analyses that informed strategic decision-making resulting in a 21% increase in funds on deposit that totalled over \$100 million
- Addressed increasing defaults from the post-COVID economic environment. Developed an end-to-end machine learning solution that employed Accelerated Failure Time Regression to forecast loan survival contributing to a 12% reduction in charge offs
- Strengthened analytics capabilities by leading interns from the STEM Advantage program. Provided hands-on experience with data and analytics tools in an Agile environment. Guided data ingestion, development of data models following Kimball's star schema, and the presentation of findings to operations, outreach, and management teams to monitor new member onboarding
- Organized the analytics function at SkyOne to address data challenges across the organization. Developed comprehensive 1, 3, and 5 year roadmaps for data analysis and machine learning. Conducted stakeholder interviews, vendor assessments, and communicated cloud-based system architecture plans. Achieved standardized reporting workflows, expanded SkyOne's data warehouse, and implemented internally developed machine learning solutions that enhanced data equity, availability, and accuracy

### Core Systems Programmer Analyst

April 2018 – August 2021

SkyOne Federal Credit Union Hawthorne, CA

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

- Bridged gaps in historic data availability, reporting accuracy, and turn-around time by working with vendors to implement a data warehouse. Collaborated with internal stakeholders, conducted configuration, performed UAT, and provided operations, maintenance, and training plans. Resulted in immediate improvements in critical financial statement production by the Accounting and Finance departments and provided long term benefits to future data science initiatives
- Modeled metadata to meet CCPA requirements and enhance data warehousing initiatives as part of the Data Governance team. Strengthened security and privacy for SkyOne's members
- Engineered dashboards for staff using QuickTap Survey's REST API to enable goal tracking towards reaching \$1 billion in assets and 60,000 members

### IT Support Programmer

March 2012 – July 2017

RiverLand Federal Credit Union New Orleans, LA

(Microsoft SQL Server, Report Builder, and JavaScript)

- Upgraded data infrastructure to improve analytics that contributed to 5 year growth from \$189 million to \$232 million in assets
- Designed and engineered member ranking system used to manage remote check deposit limits resulting in reduced risk
- Built data pipelines for an overdraft limit management system resulting in \$30,000 to \$50,000 in monthly fee revenue

## EDUCATION

### Master of Science in Computer Science, Data Science and Software Engineering

DePaul University Chicago, IL

November 2020

### Bachelor of Science in Applied Computing, Minor in Small Business Development

Tulane University New Orleans, LA

December 2010 (Cum Laude)

## SKILLS

**Languages:** Python, SQL, R, JavaScript

**Databases:** Microsoft SQL Server, MongoDB, AWS Athena

**Tools:** Microsoft Power BI, Git, Microsoft Visual Studio Code, Anaconda, Jupyter Notebooks, Asana

**Operating Systems:** Windows, Ubuntu, Debian, MacOS

**Libraries and Frameworks:** scikit-learn, Matplotlib, Plotly, boto3, Flask, SQLAlchemy, pytest, Hadoop

**Cloud:** AWS Glue, AWS SageMaker, AWS S3

**Other:** Agile, Project Management, Business Analysis, Regression, Time Series, Machine Learning