

## REID CASE

Glendale, CA

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## SKILLS

Languages: Python, SQL, JavaScript

Databases: Microsoft SQL Server, MongoDB, AWS Athena

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

Operating Systems: Windows, Ubuntu, MacOS

Libraries/Frameworks: scikit-learn, Matplotlib, Plotly, boto3, Flask, SQLAlchemy, pytest, Hadoop, React

Cloud: AWS Glue, SageMaker, S3

Other: Agile, Project Management, Business Analysis, Regression, Machine Learning

## EXPERIENCE

Business Insights Manager

SkyOne Federal Credit Union, Hawthorne, CA

August 2021 – Present

- Expanded and matured the organization's data governance program improving quality and enabling \$50M in capital markets exchanges annually.
- Conducted regression analyses, leading to a 21% increase in funds on deposit.
- Developed a machine learning model deployed to AWS, reducing charge-offs by 12%.
- Led STEM Advantage interns, improving analytics capabilities following Agile Scrum methodologies.
- Created 1, 3, and 5-year roadmaps for analytics, increasing data warehouse expansion and reporting accuracy.
- Applied clustering and logistic regression to improve product development and campaign response rates by 10%.
- Produced and maintained a collection of Power BI dashboards to inform and support decision making processes and communicate performance against KPIs.
- Worked with the IT department to resolve flat-file based datasets for dashboards by setting up Power BI On-Prem Gateway and Fabric to improve dashboard delivery.

Core Systems Programmer Analyst

SkyOne Federal Credit Union, Hawthorne, CA

April 2018 – August 2021

- Bridged gaps in data availability by implementing a Microsoft SQL Server based data warehouse solution, improving financial reporting.
- Engineered dashboards using JavaScript and Plotly to track progress toward \$1B in assets and 60,000 members.
- Created MVP for a custom CRM in JavaScript, Bootstrap, SQL Server, and core banking system programming language.

IT Support Programmer

RiverLand Federal Credit Union, New Orleans, LA

March 2012 – July 2017

- Upgraded data and reporting infrastructure to Microsoft SQL Server and SSRS, supporting \$43M in assets growth.
- Developed a member ranking system reducing remote deposit risk and built pipelines for overdraft management, generating \$30K–\$50K in monthly fee revenue.
- Integrated pdf forms with the credit union's core system using JavaScript in conjunction with ERP system programming language, eliminating reliance on paper processes and accelerating time-to-compliance.

## 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)