

Richard Reasons

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Experience

The Aspen Group

Principal Data Platform Engineer

February 2024 - Present

- Redesigned REST API used in 1100+ offices nationwide to achieve 99% uptime and cut support tickets by 50%
- Architected event-driven data processing system for Visual Voicemail platform to improve data consistency
- Developed patient lookup service for 50 millisecond round-trip validation used telephony systems
- Automated RDBMS resizing on regular cadence to save \$50k per month
- Spearheaded adoption of Terraform best practices for data infrastructure deployments
- Improved infrastructure maintainability by assisting junior developers with code isolation and containerization

Hologram

Staff Data Engineer

June 2022 - February 2024

- Spearheaded creation of analytics data model and overhaul of data warehouse, providing stakeholders with accurate historical reporting not dependent on operational data constraints for the first time
- Established a new Postgres operational database and Go API endpoints to provide results to customers with sub-second latency for customers of all sizes
- Created custom ETL pipelines to ingest data from external vendor APIs and enrich data being provided to customers
- Migrated production data streams from AWS SQS to Kafka to enable more robust and more flexible data processing for millions of records per day
- Upgraded internal orchestration tooling from a standalone Airflow instance to Dagster running on a Kubernetes cluster
- Fostered culture of continuous learning by mentoring customer success associates and junior developers in database and querying proficiency

Humana, Inc.

Senior Data Scientist, Enterprise Risk & Analytics

February 2020 - May 2022

- Led Humana's COVID data engineering efforts to enable enterprise to track millions of vaccine doses administered to members as well as nationwide virus prevalence
- Modeled COVID growth at county level to assess safety of in-home member outreach for nurses and sales agents
- Developed and deployed natural-language processing algorithm to help investigators find problematic portions of sales calls
- Orchestrated migration of on-premise data mart to Azure Synapse Analytics
- Enabled 100x audit frequency increase by establishing population-based monitoring tools
- Developed value imputation models to enable trend reporting 75% earlier in member complaint lifecycle
- Explored factors that lead to member complaints using classification and outlier detection algorithms

Multiple Technical Positions

June 2012 - February 2020

- Progressed through multiple positions from Intern to Applications Engineer, Applications Consultant, and Senior Data Scientist while consistently delivering value across a wide variety of data initiatives multiple areas of the organization
- Implement machine learning feature store to enable rapid iteration and encourage data standardization and reusability
- Train unsupervised machine learning models to perform cluster to find commonalities across engineering efforts
- Parsed, cleaned and reorganized multi-gigabyte semi-structured datasets in Apache Spark using Scala
- Developed and analyzed machine learning models in R and Spark to explore code quality factors throughout the enterprise
- Reengineered claims reconciliation processes and workflows with fit-for-purpose data mart
- Analyzed multimillion-line sets claims data to identify trends and patterns to guide provider outreach
- Designed and Developed internal Python package for performing ETL between data environments

Education

Georgia Institute of Technology · *Master of Science, Analytics · Concentration in Analytical Tools*

Graduation: August 2021

Purdue University · *Bachelor of Science, Computer Information Technology*

Graduation: May 2015

Expertise

Skills Data Engineering · Data Warehousing · Data Modeling · ETL · Web Scraping · Predictive Modeling · Data Cleansing · Data Mining · Cluster Analysis · Time Series Forecasting · Outlier Detection · Process Automation · Visualization · Rapid Prototyping · Business Process Reengineering

Software Python · R · SQL · BigQuery · Redshift · Postgres · SQL Server · Kafka · Airflow · Dagster · dbt · Terraform · Docker · Spark · Hadoop · AWS · GCP · Azure · ARENA · PowerBI · ggplot2 · d3 · Tableau · QlikView