# Richard Castaneda

Data Analyst | ML Engineer

Website: richdatalab.com

Expert in predictive analytics and machine learning, proficient in R, Python, SQL, and Big Data tools. Demonstrated success in driving business growth and innovation through data-centric solutions. Committed to advancing digital transformation and enhancing business performance with a strong analytics skill set. Looking to contribute to a dynamic team with a focus on leveraging data-driven methods for impactful results.

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## Education

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|---|---|---|
| University of North Texas | Advanced Data Analytics, M.S | Dec 2023   (GPA: 4.0) |
| University of Texas at San Antonio | Biology, B.S | Dec 2015  (GPA: 3.78) |

## Technical Skills

o   DialogFlow CX | Statistical Analysis | Data Management |Natural Language Processing | TensorFlow | React | Git
o   Data Camp - Data Scientist Professional | Data Analyst Professional Certifications            (DataCamp 2023)
o   Data Camp - Python Programmer | Machine Learning Scientist Certifications

## Relevant Experience

o   **Java Coffeeshop AI Chatbot:** Utilized DialogFlow CX and NLP in Python to monitor customer sentiment, reducing churn by 15% and boosting positive reviews by 20%.
o   **Coworking Space Utilization:** Analyzed foot traffic and desk occupancy using Big Data tools in R, boosting space utilization by 25% and generating an additional $1.5M in revenue.
o   **AI-Driven Sales Performance Dashboard:** Developed a Tableau dashboard integrated with machine learning for sales forecasting, improving sales performance by 18% and adding $2M in revenue.

## Work History

### Reclaiming Each Climb  | NLP Data Scientist                                      Jan 2022 - Present

o   Develop & deploy NLP models to analyze text from 1,000+ beneficiaries, enhancing aid allocation strategies.
o   Conduct sentiment analysis on 12,000+ surveyed students, informing a 25% increase in tailored support services.
o   Led data-driven initiatives influencing fundraising strategies, resulting in a 30% uplift in donor contributions.
o   Streamline data workflows, achieving a 40% reduction in data processing time while maintaining accuracy.

### Spaces | Account Executive                                                      Apr 2018 - Jan 2022

o   Delivered comprehensive office space solutions across a network of 3,000+ global locations for corporate accounts.
o   Achieved and exceeded sales targets of over $8M through strategic client portfolio development and management.

### The Reserve | Assets Manager                                                   Jan 2016 - Apr 2018

o   Created, implemented, and monitored annual budgets, event effectiveness, and improved residential sentiment.
o   Proactively mitigated overdue payments to implement effective collection plans to reduce churn rates significantly.