Richard Castaneda Website: [richdatalab.com](https://richdatalab.com/)

Data Analyst | ML Engineer

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**

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**

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

**Relevant Experience**

* **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%.
* **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.
* **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

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

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

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

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

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