Ryan Hermes

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EDUCATION

University of Minnesota, Twin Cities *Minneapolis, MN*
Curtis L. Carlson School of Management *September 2022 - December 2025*
Bachelor of Science in Business, Major: Business Analytics, Management Information Systems

RELEVANT EXPERIENCE

UnitedHealthcare *Minnetonka, MN*
Data Science Intern *June 2024 - Present*
- Wrangled data via API from multiple sources such as Stripe, Datadog, Qualtrics, and ServiceNow, and synthesized the data to engineer metrics such as ACH adoption rate and Reactive VOC.
- Created a claims payments monitoring dashboard for the E&I eCommerce team to investigate trends relating to payment volumes, declines, refunds, customer satisfaction, and disputes.
- Identified $200,000 of lost revenue in 6 months due to fraudulent disputes, and built a machine learning model to recognize and alert future cases for the Optum Advisory Services team to address.
- Queried large datasets and worked cross-functionally to identify strategies to improve customer experience.

Aon *Edina, MN*
Data Science Intern *October 2024 - Present*
- Built a clustering model to segment insurance clients by risk level and risk tolerance to assist the sourcing team in finding new clients that match Aon's Insurance Services risk profile.
- Improved an existing model to forecast property statewide reinsurance trends based on OECD data.

Atland Ventures *Minneapolis, MN*
Analyst - SaaS, AI, and Fintech *January 2024 - Present*
- Atland Ventures is the first fully independent, for-profit, student-led & owned venture capital firm not affiliated with the University nor its Endowment fund, managing $2,050,000 in assets.
- Identified startups with high exit potential by building a classification model that evaluates the founding team, valuation, market growth, retention, and social media sentiment to help guide the sourcing process.

Ready Credit Corporation *Eden Prairie, MN*
Data Analytics Intern *June 2023 - August 2023*
- Aggregated data from hundreds of kiosks to extract insights pertaining to kiosk status, customer information, locations, LOB's, outages, and storage leading to a 15% increase in operational efficiency.
- Developed & deployed two dashboards for management using agile methods with Python, JS, Git, & GCP.

LEADERSHIP & INVOLVEMENT

College of Science & Engineering Data Science Club | *Founding Member* *February 2024 - Present*
- Participated in weekly discussions with local data scientists to gain insights into their industry perspectives.
- Learned how a data scientist at Infinite Campus built a predictive model for student module completion rate and observed the successful deployment and maintenance of the model.

PROJECTS

StartupShuffler | *Project Lead* *September 2024 - Present*
- Built a site to make discovering seed and pre-seed startups for VC easy and fun. StartupShuffler allows for a convenient way for analysts to preview 10,000+ early stage companies with the press of a button.

Scout AI | *Project Lead* *July 2023 - January 2024*
- Built a Chrome extension available on the Web Store allowing for easy navigation of web articles using AI.
- Led the project development to align with best practices, earning a 'featured' tag and 70+ downloads.

SKILLS

Python, SQL, RStudio, Microsoft Office, Excel, Power BI, Tableau, Git, Jupyter Notebooks, Pandas, NumPy, Scikit-Learn, PyTorch, XGBoost, JavaScript, AWS, GCP, Agile Methods, Bitbucket, Github, Jira