Ryan **Travis**

Data Scientist

Roslindale, MA 02131

304 282 8684 | rtravis89@gmail.com | rtravis89 | rtravis89

Experience

Senior Data Analyst
Boston, MA

Toast Inc. *Jun. 2024 - Present*

- Develop SQL queries to extract and analyze raw, unmodeled data from source tables for the company's customer service chat product, providing insights into product performance
- Build and maintain dashboards that monitor and visualize key performance metrics, with a focus on evaluating the effectiveness of the product's AI bot in handling customer interactions.
- Analyze AI bot performance to identify trends, areas for improvement, and actionable insights, helping product and engineering teams optimize the chatbot's capabilities.

Product Data Scientist
Boston, MA

Bumble Inc. *Jan. 2022 - Jun. 2024*

- Led the design and implementation of a complete rebuild of the A/B testing data pipeline, resulting in improved accuracy of test results and up to a 50% reduction in experiment analysis time.
- Presented analysis results and best practices at Bumble analytics forums. Mentored 5+ junior analysts to improve their technical skills and understanding of experimentation.
- Collaborated with PMs, designers, and engineers to deliver insights and launch high impact features like the 'Premium+ subscription' offering and the 'Spotify Common Artist Banner'.
- Created tracking specs, designed and analyzed experiments, and provided analytical support and insights for quarterly product roadmaps.

Data Scientist
Tyson's Corner, VA

Alarm.com *Mar. 2020 - Jan. 2022*

- Built advanced SQL data pipelines leveraging window functions, CTEs, and aggregate functions, improving data processing accuracy and efficiency for complex reporting needs.
- Created machine learning models (logistic regression, GBM, etc.) to optimize targeting for marketing ads. Wrote SQL production code to implement logistic regression models.
- Developed machine learning models (logistic regression, GBM) to refine ad targeting strategies, ensuring more effective audience segmentation. Deployed models via SQL to streamline production integration.
- Built customer lifetime value models (Discrete Time and Cox survival models) of commercial customers to inform future product development.

Data Analyst
Cambridge, MA

Point Right Inc. *Sept. 2018 - Mar. 2020*

- Developed machine learning models for predicting injurious falls and pressure ulcers among nursing home residents, supporting data-driven decision-making in healthcare management.
- Led the transition from a legacy SAS codebase to R and Python, significantly reducing licensing costs and modernizing the company's analytics capabilities. This change saved the company tens of thousands of dollars annually.
- Automated reporting and dashboard production, increasing report generation from dozens to hundreds, and cutting delivery time from several days to a matter of hours, enabling the company to scale operations and make faster, more informed decisions.
- Provided in-depth business decision analyses and presented actionable insights to C-level executives, including the CEO, leadership team, and board members, influencing high-level business strategy.

Biostatistician
Boston, MA

Beth Israel Deaconess Medical Center *June 2017 - Sept. 2018*

- Led statistical analysis for two machine learning research projects, which resulted in peer-reviewed publications, contributing to advancements in Cardiology.
- Conducted advanced statistical analysis of complex phase II and phase III clinical trial data, including hierarchical and longitudinal data structures. Applied models such as generalized linear models (GLMs) and time-to-event survival analysis, driving key insights for trial outcomes.

Education

Texas A&M
College Station, TX

M.S. Statistics *2014-2018*

West Virginia University
Morgantown, WV

B.A. Economics, Philosophy *2007-2013*

Publications

2020 **Machine Learning for Prediction of VTE in Acutely Ill Patients**: Lead Statistician
https://doi.org/10.1002/rth2.12292

2019 **Machine learning versus traditional risk stratification methods in ACS**: Lead Statistician
https://doi.org/10.1007/s11239-019-01940-8