Ryan M. Burns

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PERSONAL SUMMARY

Analytical problem solver with the proven ability to extract insights from data, construct and automate complex data lineages, and develop predictive models using advanced ML and AI techniques in an operational environment.

EDUCATION

Northwestern University, *Evanston, IL*   **Master of Science, June 2022 (Expected)**
- M.S. in Data Science, Artificial Intelligence Specialization
- GPA: 3.86

Duke University, *Durham, NC*   **Bachelor of Arts, September 2017**
- B.A. in Public Policy Studies, Minor in Political Science
- GPA: 3.35, In-major GPA: 3.61

PROGRAMMING & TECHNICAL SKILLS

Language/Software	Competency	Applications
Python	*Expert*	Structured & unstructured data mining & web scraping, AI, ML, NLP
SQL	*Expert*	Query and data manipulation in RDBMS, NoSQL, and graph databases
VBA/MS Access	*Expert*	DB development, API calls and data cleansing, SQL Server DB linkages
R	*Intermediate*	Visualization & statistical inference, distributed data collection/processing
DataRobot	*Intermediate*	AutoML EDA, model construction, and operational deployment
Cloud Computing	*Beginner*	Azure/AWS serverless app build, cloud data storage, and deployment
Power Apps/Bi	*Beginner*	User data collection app construction, data visualization, report automation

Project Highlights   **More projects & code available at** ryanmburns93.github.io

CoStar Property Data Web Scraping Program
- Reverse-engineered CoStar's Express.js-driven API to access the GraphQL back-end server. Automated data collection, cleaning, and SQL storage of 850+ properties to enable market analysis and price modeling.

NLP Language Model Pretraining
- Pretrained BERT masked language models on domain vocabulary from client-facing research documents and finetuned to categorize client consultation requests by topic, achieving accuracy gains versus baseline.

Audio Recording and Transcription Toolkit
- Strengthened service-sales partnerships and team onboarding by automating the collection, transcription, and labelling of audio recordings from multiple cloud services into an internal knowledge base.

PROFESSIONAL EXPERIENCE

AIR Communities, Fourth-largest U.S. apartment REIT, owning 84 communities in 12 states   **Nov 2021 – Present**
Innovation & Automation Associate
- Design predictive models introducing novel capabilities to business stakeholders, maintaining sole project ownership through the entire data science life cycle. Automate data collection, cleansing, and storage of disparate internal and external data, develop advanced AI/ML models and measure model performance, and own deployment and operational maintenance of models in production using a DevOps framework.
- Support database migration by automating QA validation tests, constructing Power Apps to provide visitor record and maintenance request continuity, and leading a support team of five in validation activities.

Gartner, Inc., World's leading research advisory company with annual revenue of $4B   **Aug 2017 – Oct 2021**
Client Success Partner   2 years
- Diagnosed top challenges of ~150 C-suite finance, procurement, and real estate executives representing a client territory of $4.5M contract value. Tailored the client experience by providing relevant research and case studies, benchmarking surveys, networking events, and advisory discussions with experts.

Associate Client Partner   11 months
Account Management Specialist   6 months
Account Management Associate   6 months
- Built an automated weekly territory engagement dashboard in Excel VBA, deployed macro to 30 peers, and conducted a live training session. Saved ~120 hour per week and improved account strategy execution.