

# Scott Townsend

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## EDUCATION

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### Brigham Young University

Bachelors of Science: Data Science

April 2022 - April 2025

Minor: Statistics

## CERTIFICATIONS

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- Professional Data Engineer Certification (in progress) – Google Cloud

## SKILLS

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- **Technical Tools & Languages:** Python, R, SQL, Power BI, Tableau, Metabase, Snowflake, Databricks, AWS, S3, Prefect, Docker, Git
- **Microsoft Office Suite:** Proficient in Word, Excel, Outlook, and Access
- **Communication:** Strong verbal and written skills; able to convey complex information clearly
- **Collaboration & Leadership:** Effective team player with leadership orientation and initiative
- **Adaptability:** Quick learner with the ability to perform under pressure and in fast-paced environments
- **Problem-Solving:** Mechanical aptitude with basic troubleshooting capabilities
- **Organization:** Highly detail-oriented and well-organized in managing tasks and data
- **Languages:** Bilingual in English and French

## EXPERIENCE

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### Charles Town Casino

May 2025 - Present

#### *Auditing Clerk*

- Perform detailed audits by interpreting technical documents, applying business math, and following written, oral, and diagram-based procedures to ensure compliance and accuracy.
- Utilize Microsoft Excel, Access, and Word at an intermediate level to create reports, analyze data, and manage audit records efficiently.
- Collect, verify, and analyze financial and operational data to identify discrepancies, write audit findings, and support regulatory compliance.

### Marcus Harris Foundation

December 2024 - April 2025

#### *Data Analyst*

- Spearheaded the collection and processing of large-scale nonprofit data from the IRS tax-exempt organization database using Python (Pandas), delivering clean, analysis-ready datasets for internal use.
- Consolidated and standardized disparate data sources to improve reporting reliability and enable comprehensive cross-source analysis.
- Analyzed marketing and outreach performance trends, delivering actionable insights through Python dashboards and Excel summaries that shaped data-driven engagement and fundraising strategies.

### Brigham Young University - Idaho

January 2025 - April 2025

#### *Data Analyst*

- Led financial forecasting efforts and cost-benefit analyses for AI tutor implementation using Python (Pandas, NumPy), comparing multiple AI model configurations to identify the most cost-effective deployment strategy.
- Evaluated implementation scenarios by analyzing trade-offs between AI-assisted tutoring and traditional TA support, providing **data-driven recommendations** that optimized operational efficiency and budget allocation.
- Presented findings and insights using **Power BI** dashboards and visual reports, improving stakeholder understanding and guiding budget and educational technology decisions.

### 1800 Contacts

April 2023 - Decmember 2023

#### *Chat Support Specailist*

- Actively promoted lens upgrades and complementary products during chat interactions, helping boost order value and enhance the customer experience.
- Responded to a high volume of live customer chats daily, delivering accurate, friendly, and professional support while navigating multiple systems simultaneously to resolve complex inquiries efficiently.

- Reviewed and processed eyewear orders by interpreting prescription details and customer preferences, ensuring proper lens type, frame selection, and shipping accuracy for customer satisfaction.
- Utilized Microsoft Office applications and proprietary tools to maintain meticulous records of customer interactions, helping streamline order fulfillment and future support.

## Melaleuca

April 2022 - April 2023

### *French Customer Service Support*

- Promoted product benefits and membership upgrades during customer support interactions, contributing to increased sales.
- Provided high-quality bilingual support via phone and email to French-speaking customers, addressing questions on wellness products, membership benefits, and account discrepancies with clarity and professionalism.
- Explained complex product information, including health benefits, ingredients, and usage instructions, to international customers in both French and English, ensuring full customer understanding and compliance.
- Assisted with billing inquiries, refunds, and adjustments by thoroughly reviewing account activity, documenting changes, ensuring resolution in accordance with company policies and procedures.

## SELECTED PROJECTS

### Pioneer Commercial Cleaning – Contracted Data Engineering Project

June 2025 – Present

#### *Data Engineering | Snowflake, Metabase, Python*

- Designed and implemented a unified Snowflake data warehouse schema integrating data from WinTeam, Paycom, and Cora systems.
- Built automated ETL pipelines using Python, GitLab CI/CD, and Snowpark to extract and transform data from MySQL and SFTP, load it into Snowflake via AWS S3. Leveraged Snowpipe and AWS S3 for real-time ingestion of raw data into staging schemas within Snowflake.
- Developed interactive dashboards in Metabase for company leadership to monitor workforce, payroll, and operations KPIs.

### Student Performance ML Analysis

October 2024 – December 2024

#### *Machine Learning | Colab, Random Forest, Seaborn*

- Built and tuned Linear Regression and Random Forest models to predict academic performance using cross-validation and GridSearchCV
- Engineered features (e.g., average\_score) and applied preprocessing techniques (one-hot encoding, standardization) to improve model accuracy.
- Interpreted results with visual tools like residual plots and feature importance charts, translating findings into actionable insights.

### Convenience Store Data Engineering

January 2025 – April 2025

#### *Data Engineering | Databricks, PySpark, Plotly*

- Led a data engineering project in Databricks and performed ETL with a focus on cleaning, transforming, and integrating large-scale transactional and product-level data from U.S. convenience stores.
- Engineered meaningful features using PySpark to enhance downstream analysis and business reporting.
- Conducted exploratory analysis and created visual dashboards with Plotly and Seaborn to uncover key retail trends and performance drivers.