Scott Townsend

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EDUCATION

Brigham Young University

Bachelors of Science: Data Science   April 2022 - April 2025

Minor: Statistics

CERTIFICATIONS

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

SKILLS

- **Technical Tools & Languages:** Python, R, SQL, Power BI, Tableau, Metabase, Snowflake, Databricks, AWS, S3, Prefect, Docker, Git, HuggingFace, GitLab, GitHub
- **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

Pioneer Commercial Cleaning   June 2025 - Present

Technolgy Consultant

- Designed and implemented a unified Snowflake data warehouse that consolidated data from WinTeam, Paycom, and Cora databases, eliminating silos and enabling company-wide reporting on workforce, payroll, and operations.
- Built automated ETL pipelines with Python, GitLab CI/CD, and Snowflake to streamline ingestion from MySQL and SFTP into Snowflake via AWS S3 and pipelines, reducing manual effort and enabling near real-time data availability.
- Developed interactive dashboards in Metabase that provided company leadership with actionable insights on workforce, payroll, and operational KPIs, driving more data-informed strategic and financial decisions.

Charls Town Casino   May 2025 - Present

Revenue Audit 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 advanced 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

Streamlit C-Store App April 2025 – June 2025
Data Engineering | Streamlit, HuggingFace

- Deployed an end-to-end analytics application by containerizing a Streamlit dashboard with Docker and hosting it on Hugging Face Spaces, making insights accessible to non-technical users.
- Transformed transactional and product-level data into interactive KPIs, charts, tables, and filters, enabling on-demand answers to product and category-level business questions.
- Integrated Databricks pipelines with the Streamlit app to ensure fresh data availability, reducing reporting lag and supporting faster, data-driven decision-making.

Convenience Store Data Engineering January 2025 – April 2025
Data Engineering | Databricks, PySpark, Plotly

- Built scalable ETL pipelines in Databricks to clean, transform, and integrate millions of retail transactions and product records from U.S. convenience stores.
- Engineered meaningful PySpark features to enhance downstream analytics and enrich business reporting with new insights into sales and margin performance.
- Performed exploratory analysis and developed visual dashboards with Plotly and Seaborn to uncover key retail trends, shopper behavior patterns, and category-level performance drivers.

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.