

Steven Myles

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Professional Experience

Senior Analyst, Workstation Cost Management, HP, Houston, TX, Feb. 2017 – present

- Track and report costs for workstation products throughout the product development lifecycle.
- Work with R&D, Marketing, and Finance to ensure products maintain expected margins.

Forecasting and Planning Analyst, Apple Inc. Retail Contact Center, Austin, TX, Jul. 2014 – Feb. 2017

- Utilized operational data to forecast weekly and monthly transactional and manpower (FTE) requirements for:
 - *Sep. 2015 – Feb. 2017*: worldwide Order Administration (Fraud Prevention, Payment Support, Order Support, and Business Support).
 - *Jul. 2014 – Aug. 2015*: phone sales and service for the Americas, EMEA, and Japan.
- Automated (via VBA) and improved (through the addition of regression and time series models, i.e., exponential smoothing) existing forecasting and planning models.
- Analyzed forecast accuracy and verified, investigated, and quantified variances and impacts.
- Developed and prepared standard reports to assist the Apple Retail leadership team.

Senior Business Analyst, Hewlett-Packard Company (now HP), Customer Service and Support (CSS) - Americas, Houston, TX, Apr. 2011 – Jul. 2014

- Led a seven person team in multiple geographies (India, Mexico, Costa Rica) to provide technical analyses and subject matter expertise for analytics, inventory control, and optimization projects.
- Led and participated in cross-functional project teams for predictive and descriptive analytics & reporting in customer support operations.
- Built decision support tools using business intelligence applications (Tableau and QlikView).
- Program managed the post-service event customer support survey for the Americas region. Interfaced with internal teams and HP's survey vendor on behalf of regional stakeholders. Provided survey analytics and reporting including target-setting for key performance indicators (KPIs).
- Served as HP's analytics and reporting point of contact for an outsourced contact center vendor. Led efforts to fix reporting issues for this vendor's sites.
- Developed and delivered a week-long Tableau Desktop training course for HP analysts.
- Created an analytics forum for multiple HP customer support teams to share analytics best practices.
- Served as a PPS (Printing and Personal Systems Group) Ambassador, helping to explain corporate and group initiatives to employees and gathering employee feedback for CSS executives. Also helped organize service projects and social events for the Houston-based employees in the CSS organization.

Operations Research Analyst, Hewlett-Packard Company (now HP), Americas Customer Support Operations, Houston, TX, Aug. 2004 – Apr. 2011

- Consulted on planning, forecasting, staffing, and inventory activities with internal and outsourced contact centers and repair centers in multiple geographies.
- Developed and implemented operations research models (LP, MIP, and simulation) for contact centers and repair centers, including daily delivery of call volume across multiple contact centers and determining the disposition of repair inventory for build vs. buy decision-making.
- Co-developed and implemented a model for near real-time prediction of contact center outsourcer costs.
- Planned for the delivery of inbound customer support calls for InkJet printers to multiple sites of internal and external contact centers and predicted contact center KPIs using regression.

Teaching and Research Assistant, Texas Tech University Department of Industrial Engineering (now Department of Industrial, Manufacturing, and Systems Engineering), Lubbock, TX, Aug. 2002 – May 2004

- Graded homework and projects for undergraduate classes of 50+ students per semester
 - IE 3301 (now IE 3324) – Engineering Economic Analysis, also provided tutoring, Spring 2004
 - IE 3343 (now IE 3346) – Quality Assurance & Engineering Statistics, Spring 2003
 - IE 1305 (now IE 1385) – Engineering Analysis (Visual Basic Programming), Fall 2002 and Fall 2003
- Researched an inventory control model for automated pharmaceutical dispensing machines, potentially saving approx. \$100,000 annually for a local hospital (presented at INFORMS 2007).

Materials Management Coop, Ethicon, Inc. - a Johnson & Johnson Company, San Angelo, TX, May 2000 – Dec. 2000

- Supervised twenty-five warehouse associates and oversaw timely filling of orders.
- Developed work standards (i.e., expected throughput) for warehouse associates.
- Participated in cycle counts and variance analyses.

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Education

Master of Business Administration, Naveen Jindal School of Management, University of Texas at Dallas, Richardson, TX, 2012

- Scholar with High Distinction

Master of Science in Industrial Engineering, Texas Tech University, Lubbock, TX, 2004

- Concentration in Operations Research
- Researched an inventory control model for automated pharmaceutical dispensing machines, potentially saving approx. \$100,000 annually for a local hospital (presented at INFORMS 2007).

Bachelor of Science in Industrial Engineering, Texas Tech University, Lubbock, TX, 2002

- Cum Laude
- Minor in French

Professional Development Coursework

- **Presenting Your Ideas at the Executive Level**, Mandel Communications, Mar. 2019
- **Presenting Data and Information**, Edward Tufte, Jan. 2018
- **Johns Hopkins University/Coursera Data Science Specialization**, Dec. 2014 – Feb. 2016
 - Developing Data Products (certificate), Jan. - Feb. 2016
 - Practical Machine Learning (certificate), Dec. 2015
 - Regression Models (certificate), Nov. 2015
 - Statistical Inference (certificate), Jul. 2015
 - Reproducible Research (certificate), May 2015
 - Exploratory Data Analysis (certificate), Apr. 2015
 - Getting and Cleaning Data (certificate), Feb. 2015
 - R Programming (certificate), Jan. 2015
 - The Data Scientist's Tool Box (certificate), Dec. 2014
- **Access 2007 Introduction**, ONLC Training Centers, Dec. 2011
- **Introduction to Data Mining and SAS Enterprise Miner**, M2006 Pre-Conference Training, SAS Institute, Oct. 2006
- **Quality Audits for Improved Performance**, American Society for Quality, Jun. 2006
- **SAS Programming 1: Essentials**, SAS Institute, 2006
- **Project Leadership, Management, and Communications**, ESI International, Mar. 2005

Certifications

- **Tableau Desktop 7 Core Certification**, Tableau Software, Nov. 2012
- **Engineer-in-Training**, Texas Board of Professional Engineers, Mar. 2012 – Mar. 2020

Selected Additional Experience

Host/Co-host, KTXT-FM, Texas Tech University, Lubbock, TX, Aug. 2002 – May 2004

- Hosted/co-hosted “Domestics,” a radio program featuring local (Lubbock and Texas) music
 - Co-host, Jan. – May 2004, Aug. – Oct. 2003, Aug. 2002 – May 2003
 - Host, May – Aug. 2003, Oct. – Dec. 2003
- Featured local artists and promoted KTXT-sponsored activities on campus and in the Lubbock area
- Worked additional shifts at the radio station, providing news and entertainment to the listening audience

Music Department Manager, Hastings Entertainment, Lubbock, TX, Aug. 2001 – Apr. 2002

- Managed the Music Department; yearly sales revenue estimated to be around \$1,000,000.
- Supervised, trained, and delegated customer service, sales, and department-related tasks to six Music Department Associates.
- Collaborated with store and district management to establish sales objectives. Met or exceeded these objectives.
- Provided customer service and ensured compliance with corporate merchandising policies.

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Presentations

1. “**Storytelling for Engineers**” by **Steven Myles**. University of Houston Cullen College of Engineering PROMES Maximizing Your Power Weekend 2012, 7–8 September 2012
2. “**University of Houston Engineering Summer Camp - Young Engineers Panel Discussion**,” Hewlett-Packard Company, 21 June 2012
3. “**Projecting Outsourced Contact Center Agent Availability**,” by **Steven Myles**, Viroj Burapare, and Sunil Kumar G. University of Pennsylvania Wharton Financial Institutions Center Contact Center Forum 2008, 28–29 February 2008
4. “**Forecasting and Planning Diagnostic Techniques for Service Operations**,” by **Steven Myles**, Viroj Burapare, and Atul Dhawan. INFORMS 2007, 4–7 November 2007
5. “**Inventory Control for Automated Drug Dispensing Machines: A Service Level Policy**,” by John E. Kobza, **Steven Myles**, Sean Dunagan, Garrett Heath, and Surya D. Liman. INFORMS 2007, 4–7 November 2007
6. “**Optimization Strategies for Resolving Inventory Problems in Customer Service Repair Centers**,” by **Steven Myles**, Viroj Burapare, and Terrell Thruston. INFORMS 2005, 13–16 November 2005
7. “**Optimal Call Center Capacity Allocation Model**,” by Will Lin, Atul Dhawan, **Steven Myles**, and Saravanan Venkatachalam. INFORMS 2005, 13–16 November 2005

Software

- **MLS Junk Generator**, R package (available on CRAN and GitHub) and Excel/VBA pseudo-random number generator, Aug. 2015 (R package), Jul. 2012/Jan. 2015 (VBA implementation)
- **phonenumber**, R package (available on CRAN and GitHub) that converts letters to numbers and back as on a telephone’s keypad, Jul. 2015
- **ePubCheck Helper**, batch file that facilitates running ePubCheck in Windows to validate an EPUB document, Sep. 2013

Service Positions and Activities

Fundraiser, Houston Food Bank, Jan. 2018

- Raised more than \$1,000 by running the Aramco Houston Half Marathon (with Elizabeth Myles).

Board Member and Chair of the Alumni Feedback Committee, Young Guns Texas Tech Young Engineering Alumni, Mar. 2014 – present

- Plan for, develop, and coordinate delivery of an alumni feedback survey
- Plan and conduct monthly committee meetings, devising ways to gather alumni feedback for the Whitacre College of Engineering (WCOE)
- Participate in Board decision-making, including group expansion to additional cities
- Helped organize the Austin group including planning group meetups and coordination with the Board and the WCOE in terms of dates, locations, etc.

Group Member, Young Guns Texas Tech Young Engineering Alumni, Jun. 2012 – Feb. 2014

- Created, delivered, and analyzed a survey of recent alumni that was presented to the Texas Tech University Whitacre College of Engineering in order to allow it to better understand alumni satisfaction and the quality of its programs relative to other engineering institutions (February–April 2013).

Fundraiser, Leukemia & Lymphoma Society, Jan. 2013

- Raised more than \$2,500 by running the Chevron Houston Marathon (with Elizabeth Myles).

Fundraiser, American Cancer Society, Jan. 2008, Jan. 2006

- 2008 – Raised \$1,800 by running the Chevron Houston Marathon (with Elizabeth Myles).
- 2006 – Raised \$500 by running the Aramco Houston Half Marathon.

Student Mentor, Institute of Industrial Engineers, May 2005 – May 2006

- Mentored an undergraduate industrial engineering student, including discussions about career paths and graduate programs.

External Vice President, Texas Tech University Chapter, Institute of Industrial Engineers, Aug. 2001 – May 2002

- Planned and coordinated annual trip, including logistics and scheduling, for 20 students to visit three companies' manufacturing facilities.

President, Texas Tech University Chapter, Alpha Pi Mu, Aug. 2001 – May 2002

- Presided over meetings and planned service projects.

Awards and Honors

- **HP Personal Systems Commercial System & Cost Management Clean Backyard Award**, Nov. 2018
- **Beta Gamma Sigma**, Business Honor Society, Mar. 2013
- **HP Global Customer Support Operations Excellence Award** (shared with Dennis K. Abraham), Jun. 2009
- **Order of the Engineer**, May 2002
- **Texas Tech University College of Engineering Honorary Engineering Scholar**, Mar. 2002
- **Gamma Beta Phi**, Honor Society, Feb. 2000
- **Golden Key International Honour Society**, Nov. 1999
- **Alpha Pi Mu**, Industrial Engineering Honor Society, Oct. 1999
- **Kappa Mu Epsilon**, Mathematics Honor Society, Apr. 1999
- **Pi Delta Phi**, French Honor Society, Apr. 1999
- **Tau Beta Pi**, Engineering Honor Society, Mar. 1999
- **Texas Tech University Presidential Endowed Scholarship** Recipient, Aug. 1997 – May 2002
- **Eagle Scout**, Troop 543, Lubbock, TX, Sep. 1994