

# Sean Deery

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## Education and Certifications

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**Syracuse University** – Master of Science in Applied Data Science

March 2024

**GPA:** 4.00/4.00

**Coursework:** Deep Learning in Practice, Natural Language Processing, Text Mining, Big Data Analytics, Applied Machine Learning, Scripting for Data Analysis, Intro to Data Science, Data Cloud Management, Data Admin Concepts & DB Mgmt

### Projects:

#### **Telecom Customer Churn**

- Predicted which customers are likely to leave a telecom provider to drive customer engagement and product development.
- Python, SciKit Learn, Pandas, Numpy, Matplotlib, Seaborn
- Principle Component Analysis, Logistic Regression, Random Forest, Support Vector Machine (SVM)

#### **Financial News Sentiment Analysis**

- Predicted the industry and sentiment of financial news articles for market analysis.
- Python, SciKit Learn, Pandas, Numpy, Matplotlib, Seaborn, Wordcloud
- Count and TFIDF Vectorization, Latent Dirichlet Allocation, Naïve Bayes, SVM, Decision Tree

#### **Laptop Price Analysis**

- Predicted laptop prices from components, manufacturers, etc. to optimize value for buyers.
- R, Tidyverse, Ggplot2, Caret
- Association Rules Mining, K-Means, HAC, Random Forest, SVM, K-Nearest Neighbor

#### **Ski Resort Database Application**

- SQL application in Azure Data Studio to track customers, tickets, and equipment of a ski resort.

**Northeastern University** – Bachelor of Science in Business Administration

May 2014

## Professional Experience

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### **Votacall**

Norwood, MA

Cloud Support Analyst

Dec 2020 – Present

- Supports over 800 clients' network and cloud phone systems on three different platforms.
- Migrates customers to a new platform including reconfiguration and customer training.
- Configure equipment (routers, switches, phones, ATAs), lead installs and create documentation for new and existing customers.
- In the first year and a half, I closed 1722 tickets and received 98% happy survey responses.

### **Granite Telecommunications**

Quincy, MA

Network Analyst

Mar 2018 – Apr 2020

- Led the afternoon/evening team resolving internet outages and quality issues for a \$1 Billion Annual Revenue Company with over 85 Fortune 500 clients.
- Mentored and trained team members on company operations and troubleshooting processes.
- Updated the team dashboard to a modern look by adding Bootstrap styling.