

Sean Deery

Arlington MA 617-682-9450

sdeery14@gmail.com

[linkedin.com/in/sean-m-deery](https://www.linkedin.com/in/sean-m-deery)

github.com/sdeery14

Education and Certifications

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

Portfolio: <https://sean-deery-portfolio-1b4c7c17a4fa.herokuapp.com>

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

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.