Seamus McKinsey

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Skills

Programming: Expert - R, SQL/HQL, Shiny; proficient - git, Linux/Unix shell, Python, HDFS; familiar - AWS, Docker

Methods: Practiced in A/B testing, data visualization, ETL, statistical inference, econometrics, machine learning

Experience

Uber Eats   *San Francisco*
ANALYTICS & INSIGHTS MANAGER   *9/2019 - present*

- Hired and onboarded 5 data analysts and led organization's the highest performing team as measured by employee and stakeholder surveys
- Developed actionable insights that guided $10M in customer experience, improved CSAT by 50% YoY, and reduced defect rates by 10% YoY
- Defined analytics team vision and OKRs across 5 business units; prioritized and managed workload through agile sprints

Uber Eats   *San Francisco*
ANALYTICS & INSIGHTS TEAM LEAD   *4/2018 - 8/2019*

- Developed and presented insights to a range of cross-functional stakeholders, from improvements to batching objective function or the web vs. mobile experience with Product to launching Uber Eat's loyalty programs
- Automated OKR reporting using R Markdown reports and Shiny dashboards, serving 100+ users/month insights distilled from 10+ GB data
- Developed, socialized, and implemented KPIs to improve customer experience and efficiency

- to streamline reporting, automate key processes, and leverage statistical inference to improve recommendations and generate insights
- Thought leader on a comply-wide initiative to reduce defect rate
- Thought partner to executive leadership and cross-functional partners, including root cause analysis for improvements to multi-million dollar P&L line items and $10M investment in improved customer experience

Uber Eats   *Washington, DC*
DATA ANALYST   *3/2017-4/2018*

- Implemented and analyzed multiple experiments, including one on customer appeasements that recouped 0.5% revenue and another that improved CSAT by over 30%
- Built 20+ ETL pipelines handling 100GB+ daily using Uber's fork of Apache Airflow, saving 100s of hours of analyst time
- Modeled customer satisfaction, refund abuse, and impact of customer support experience on business outcomes using

Booz Allen Hamilton   *Washington, DC*
CONSULTANT, SENIOR CONSULTANT, ASSOCIATE   *7/2012 - 3/2017*

- Led practice transformation strategy for 30% of practicing oncologists in US and wrote a comprehensive guide](https://innovation.cms.gov/files/x/ocm-keydrivers-changepkg.pdf) to evidence-based improvements based on a months-long literature review
- Developed and piloted a novel cost-benefit model of health qualit measures with a group of directors at HHS agencies, obtained $50k firm innovation funding to develop, and presented findings at 2015 INFORMS Conference
- Contributed to more than 30 proposals worth over $15M as proposal manager, technical led, and price lead
- Developed best practices for health care quality improvement through cas studies on more than 50 leading programs in the US

Williams College   *Williamstown MA*
LAB MANAGER   *5/2011-6/2012*

- Designed and oversaw 5+ research projects and managed 8 research assistants
- Presented study findings to hundreds of students and faculty during campus-wide events

Education

Williams College   *Williamstown, MA*
BA, ECONOMICS; BA, ENGLISH   *2008-12*