Shannon Percival Smith (she/her)

604-970-3322 | slpsmith@uw.edu | Vancouver, BC | LinkedIn

Education

Master of Science in Information Management, Specialization in Data Science
University of Washington, Seattle, WA, USA | Expected Graduation March 2026

- Technical Skills: Python, R, SQL, machine learning models, classification, regression, Jupyter notebooks
- Transferable Skills: data analysis, pattern and trend identification, data synthesis, business analytics, process improvement, project management, statistical analysis, ethics in data management, change management, small-scale organization research, information technology needs assessments
- Relevant coursework: data science, machine learning, data ethics, data-driven organizational problem solving

Bachelor of Science in Honours Biology
University of British Columbia, Vancouver, BC, CA | 2013 - 2018

Work Experience

Program Coordinator, Critical Incident Stress Program
British Columbia Emergency Health Services (BCEHS) | August 2023 - present

- Develop confidential billing processes using data anonymization techniques for BCEHS paramedics
- Lead the development and implementation of a new organizational management information system
- Design program logic to develop audit measures to validate invoice payments
- Lead data analysis efforts, apply SQL, Python, and R to assess program effectiveness
- Utilize Power BI, Excel, and Google Colab for ETL processes, automating data pipelines

Co-founder
TIN & VINTNER | April 2021 - present

- Manage all aspects of eCommerce business, including purchasing inventory, customer service and accounting.

Business Data Analyst & Operations Team Lead
Vancouver Division of Family Practice | September 2018 - June 2022

- Led the development and implementation of a new organizational management information system
- Analyzed data models using R, SQL, and Power BI to forecast future needs for family physicians in Vancouver
- Managed a team of four administrators, fostered an inclusive and collaborative environment
- Automated data processing and human resources approval workflows using Microsoft Power Automate

Technical Skills

- **Programming Languages**: Python, SQL, R, DAX, Visual Basic
- **Machine Learning**: Scikit-learn, TensorFlow, XGBoost, Regression, Classification
- **Data Visualization**: Power BI, Tableau, ggplot2 (R), Seaborn, Matplotlib (Python), ArcGIS
- **Data Management**: ETL pipelines, Jupyter Notebooks
- **Databases**: MSSQL, MySQL, PostgreSQL
- **Tools & Libraries**: NumPy, Pandas, Matplotlib, Seaborn, Scikit-Learn, Surprise, PyTorch, Hadoop, Spark
- **Focus Areas**: Multivariate analysis, classification, regression, network analysis, deep learning

Recent Projects, Presentations, and Research

"**The Problem with Benefits**" - IMT 570: Data-Driven Organizational Problem Solving for Information Management Professionals | October 2024

- A small-scale organizational group research project to understand why employees have difficulty finding information about their non-wage benefits
- Conducted a literature review, designed a survey, conducted stakeholder interviews, assessed information needs, analyzed data, analyzed system features, summarized findings, presented and defended research, provided recommendations to support effective communication of employee benefits to employees utilizing enterprise software applications

"**Automation of Calendar Events**" | September 2024

- Utilized Python to create .ical files to streamline my personal schedule over 12 weeks
- Demonstrated ability to understand file structure and Python fundamentals

"**Customer Relationship Management in Excel**" - for Critical Incident Stress Program at BCEHS | July 2024

- Designed a fully-functional relational database utilizing Microsoft Power Query to optimize workflows
- Reduced 8 steps in workflow process to manage clients, clinicians, and clinical referrals

"**Amazon Product Recommendation System**" - Data Science and Machine Learning Certificate Program | June 2024

- Utilized Python to make a recommendation system based on what similar customers purchased
- Demonstrated expertise using Python surprise package to create a user-user similarity based system using cosine similarity and K-nearest neighbours (KNN) methods

Certificates

- Data Science and Machine Learning Certificate Program | *MIT Institute for Data, Systems, and Society* | July 2024

Community Service

- Domestic Violence Transition House Volunteer, *The Salvation Army* | October 2020 - present
    - Provide learning opportunities in the areas of self-love, self-care, cycles of abuse, and budgeting for women at this domestic abuse transition house
    - Set personal boundaries with children and taught conflict resolution and emotional regulation skills
- Family Volunteer, *Canuck Place Children's Hospice* | May 2023 - present
    - Exercise sound judgment and unconditional positive regard in interactions with residents, their families, staff, and volunteers