# Przemyslaw Zientala

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## EXPERIENCE

**Intuit Mailchimp**                                                                                              Atlanta, GA
*Data Science Intern*                                                          May 2022 – Dec 2022 (offered an extension)
- Built and published an internal Python module - scalable recommendation system for knowledge base articles for 100k+ users, able to serve 3k user requests / second using an approximate nearest neighbors approach
- Wrote complex SQL queries to engineer features for an LSTM model and incorporated them into data pipeline
- Presented the recommender system to cross-functional teams, receiving significant interest in productionizing it

**NCR**                                                                                                          Atlanta, GA
*Student Consultant (Business Analytics Practicum)*                                          January 2022 – May 2022
- Identified support ticket resolution process bottlenecks using topic modeling (LDA) and survival regression. Provided recommendations about process optimization and data governance. Presented at HQ upon CIO's request.

**Datadog**                                                                                                    Paris, France
*Senior Solutions Engineer (observability, analytics, and insight into companies' cloud infrastructure)*        May 2019 – July 2021
- Built and productionized part of the Root Cause Analysis product while working with the Data Science team
- Helped with troubleshooting during POC studies and tailored product demos, closing 15+ deals up to $100,000 ARR
- Top-10% performance based on customer satisfaction. Drove 15+ C/VP-level troubleshooting cases to swift resolution, including last-minute escalation calls
- Mentored new engineers, contributing to their career growth and promotions, and led 30+ troubleshooting calls

**Perfect Dashboard**                                                                                         Warsaw, Poland
*Machine Learning Consultant (automating WordPress site maintenance)*                       February 2019 – April 2019
- Improved performance of a model for classifying WordPress websites condition after plugin updates (working/broken) by 10%, contributing to passing technical due diligence for a successful acquisition
- Coordinated data annotation process, improving the labeling accuracy of a 10-person team by 10%

**Researchably**                                                           Southampton, United Kingdom / Berkeley, CA
*Co-founder (automating biomedical literature review via Natural Language Processing)*      January 2017 – January 2019
- Participated in SkyDeck, UC Berkeley's startup incubator, with $100,000 funding (< 5% acceptance rate)
- Built a machine learning platform used by Sanofi ($20,000 deal) for information extraction from research papers
- Deployed and optimized an active learning support vector machine model by using a secondary model for hyperparameter tuning, improving the accuracy by 50%. This was used for optimizing search engine results.
- Co-authored biomedical data annotation guidelines, increasing annotation quality by 20%

## PROJECTS

- **Startup (in progress)** – in partnership and guidance from Atlanta's Department of Transportation, co-developed a tool to assess access equity to important points of interest (e.g. hospitals, grocery stores). In process of commercialization
- **Cox Communications (competition; 1$^{st}$ place among 17 teams)** – Using graph analysis, wavelet decomposition, and clustering, designed a signal impairment detection algorithm

## EDUCATION

**Georgia Institute of Technology**                                                                            Atlanta, GA
*MS in Analytics/Data Science (Computational Data Analytics track)*                      August 2021 – December 2022

**University of Southampton**                                                               Southampton, United Kingdom
*BSc Geography, 3.89/4.0 (equivalent); Dean's List (3/3 years)*                            September 2014 – June 2017
BSc thesis - used classifiers (Random Forests, Support Vector Machines) to predict locations of unmapped water sources based on geological predictors

## SKILLS

- Languages, tools: Python (matplotlib, plotly, pandas, numpy, scikit-learn), R, SQL, Bash/zsh shell, Git, Java/Kotlin, Docker, AWS/Azure/GCP, Datadog, D3.js
- Techniques: data visualization, web scraping, regression, variable/model selection, supervised/unsupervised learning, natural language processing, deep learning (TensorFlow, Keras, PyTorch), recommender systems