

Samuel Sears

225 N Cotner Blvd Apt 224 Lincoln, NE 68505
(402) 452-4243 | ssears219@gmail.com | [LinkedIn](#) | [Data Science Portfolio](#)

Education

Bellevue University

MS, Data Science
Graduated 2021 with 4.0 GPA
Coursework: Data Exploration and Analysis, Data Preparation, Data Mining, Predictive Analytics, Data Presentation and Visualization, Big Data, Applied Data Science

Nebraska Wesleyan University

BS, Business Administration
Graduated 2019 with High Distinction

University of Nebraska at Omaha

Major: Mathematics focused in Data Science
Minor: Business Administration
Coursework: Calculus, Linear Algebra, Differential Equations, Abstract Math, Statistics

Certifications, Awards, & Community Involvement

Professional Scrum Product Owner I
Professional Scrum Master I
PMI – Agile Certified Practitioner
Certified SAFe® 4 Agilist
LUMA Certified Practitioner
HDI KCS V6 Principles
Tigerspike's "Top Tiger" Award
Oxford House Volunteer

Competencies

Languages: Python, R, VBA

Machine Learning: Linear & logistic regression, decision trees, clustering, neural networks, Keras, TensorFlow, SKLearn, PyCaret

NLP: Lemmatization, stemming, word embedding, classification, topic modeling, sentiment analysis, NLTK, Gensim, Word2Vec

Other Technologies: Sqlite, SQLAlchemy, BeautifulSoup, Matplotlib, Seaborn, PyCharm, Visual Studio, Visual Studio Code, Jupyter Notebook, Anaconda, Google Colab, Git Bash, Github, Jenkins, Postman, Power BI, Tableau, Excel, AWS Lex, AWS Comprehend, AWS Lambda, Jira, Azure Devops, VersionOne, Confluence, Excel, Miro, Mural

Employment History

Concentrix Catalyst (formerly Tigerspike), Remote 2021 - Present

Senior Business Analyst

Partners with business stakeholders, design, and development to define, build, and maintain award winning digital experiences for clients. Mentors junior business analysts and regularly contributes guides, articles, and best practices to internal knowledgebase. Main responsibilities include agile consulting, product strategy, workshop facilitation, requirements gathering, user story refinement, project reporting, and technical writing.

- Promoted from mid to senior level within 3 months of hire.
- Guided major insurance carrier in their agile transformation leading to follow on sales and contract extension.
- Lead experience definition project resulting in a product roadmap for a SaaS company.

Allstate, Remote

2015 – 2021

Business Analyst – Sr. Consultant (2019 – 2021)

Agency Digital Assistant

Responsible for construction of the intent model for a large agency facing chat bot handling upwards of 100,000 chats per month. Expanded organization's awareness of opportunities for optimization through various NLP techniques. Partnered with development team for deployments using Jenkins. Coordinated with business and technology partners to gather requirements and design conversation flows.

- Improved intent recognition greatly, regularly achieving above 90% classification accuracy.
- Guided the organization on how to properly test classification accuracy using statistical methods resulting in reliable KPI benchmarks.
- Lead experiments utilizing various NLP and clustering methods for topic modeling and automated intent model creation, accelerating the organization towards a more innovative and successful product.
- Drastically reduced effort needed for chat log analysis by creating Python scripts that automated large pieces of the process.

Emerging Technology Analyst (2018 – 2019)

Agency Digital Assistant

Served as a stakeholder and subject matter expert on life insurance business area. Collaborated with agile development team for user story creation and refinement. Assisted UX in research and review of end-user conversation data. Partnered with testers to ensure product quality.

- Created automated chat bot reporting dashboard with VBA and Excel which was used by senior leaders for evaluation against KPIs.
- Designed and developed a shared time tracking tool with VBA and Excel which allowed for optimized management of a new team.

Business Process Consultant (2017 – 2018)

Allstate Life and Retirement Process Mastery Team

Collaborated on multiple projects at once, both as a stakeholder and subject matter expert. Lead the roll out of a new methodology for knowledge base creation (KCS) to the contact center. Increased program participation from less than 10% to over 80% in less than 6 months