Samuel Sears

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Innovative and resourceful Data Scientist with extensive product consulting and business analysis experience. Quick to learn and leverage new technologies to deliver value. Proficient in analysis, visualization, and communication of data to business stakeholders. Seasoned in guiding organizations in their Agile transformation. Passionate and respectful team member dedicated to contributing to a positive work environment.

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, Data Science focus
Minor: Business Administration
Coursework: Calculus, Linear Algebra, Differential Equations, 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

Competencies

Agile: Scrum, Kanban, Lean

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

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

Employment History

Concentrix Catalyst (formerly Tigerspike), Remote   2021 - Present

Senior Business Analyst | Product Consultant
Partners with business stakeholders, design, and development to define, build, and maintain award-winning digital experiences for clients. Responsibilities include agile consulting, product strategy, workshop facilitation, requirements gathering, user story refinement, project reporting, technical writing, and mentorship of junior business analysts.
- Promoted from mid to senior level within three months of hire.
- Guided a major insurance carrier in their agile transformation leading to follow on sales and contract extension.
- Lead experience definition project resulting in strategic product roadmap for a SaaS company.

Allstate, Remote   2015 - 2021

Business Analyst | Data Scientist | Chatbot Specialist (2019 - 2021)
Agency Digital Assistant
Responsible for construction of intent model in AWS Lex for a chat bot handling over 100,000 chats per month. Analyzed chat logs and trained the bot to recognize common requests. Utilized Jenkins and Github for deployments. Coordinated with business and technology partners to gather requirements and design conversation flows.
- Improved intent recognition by over 30%.
- Set organizational standard for assessing classification performance using statistics, reducing testing efforts and increasing confidence in results.
- Used NLP and clustering methods for topic modeling and automated intent model creation, resulting in classification performance stability when expanding bot capabilities.
- Drastically reduced chat log analysis effort through automation with Python.

Business Process Consultant | Chatbot 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.