

# William Steimel

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## EDUCATION

### Sophia University

Master of Science in Green Science and Engineering  
Research Area: Machine Learning  
Monbukagakusho Scholarship (MEXT Scholarship) Recipient

### Tokyo, Japan

September 2017 - Present

### Felician University

Bachelor of Science in Business Administration  
Minor: Global Peace and Justice Studies  
Summa Cum Laude

### Lodi, NJ

September 2010 - May 2015

### Kansai Gaidai University

Asian Studies Program

### Osaka, Japan

September 2012 - June 2013

## WORK EXPERIENCE

### Lombard Inc. (Codexa)

### Tokyo, Japan

#### Machine Learning Intern

Feb 2018 – Present

- Wrote Python tutorials and Machine Learning articles for Machine Learning beginners
- Co-authored article published in Nikkei Software on the basics of Machine Learning (Nov 2018)
- Analyzed data from internal affiliate marketing application to get insight into partner behavior

### ADP

### Roseland, NJ

#### IT Service Manager

May 2017 – September 2017

- Responsible for management of overall quality of IT Service Areas including Data Center Site Mgmt, IT Hosting Ops, Critical Incident Response Team, Enterprise Change Control, and Mainframe
- Analyzed budgets totaling millions of dollars for technical projects to ensure proper allocation of resources
- Maintained documentation, reports, and KPI scorecards vital to the Change Management process
- Managed weekly Change Management process improvement meetings in collaboration with CAB
- Identified applications impacted by EU GDPR/BCR Statutory Requirements and associated PII data

#### I&O Analyst

June 2015 – May 2017

- Responsible for implementing reporting automation and statistical analysis to facilitate process optimization, capacity/demand forecasting, service level management, and audit compliance
- Created and presented executive dashboards and scorecards to show the trends in data using R/Excel
- Used SQL Server/R programming skills to create automated data cleaning/extraction scripts
- Created interactive Tableau Dashboards revealing insight into ADP's Operational performance
- Organized and developed technical process documents and evidence for ISO 9000 and 20000 Audits
- Developed business cases through available data to justify key projects to upper management
- Supported consultants as process analyst for successful migration to risk based change process

#### Intern (IT Service Mgmt/Project Mgmt)

February 2015 – May 2015

- Supported service management team in documentation management via MS Sharepoint/Jive/Jira
- Monitored monthly request, incident, problem, and change metrics against targets
- Created interactive training on Change Management Process through LMS Software for 1500 users

### Felician University Global Academic Initiatives

### Lodi, NJ

#### NGO Representative to the United Nations DPI

January 2015 – June 2015

- Participated at weekly briefings organized by UN DPI on topics related to social justice and diplomacy
- Appointed as representative of my university to the UN and raised awareness about social justice issues

### Felician University

### Lodi, NJ

#### Research Assistant

July 2013 – May 2015

- Coordinated with staff members to manage primary reporting activities associated with student feedback

#### Systems Assistant

June 2011 – August 2012

- Developed statistical reports for campus wide departments through SQL Server and Crystal Reports

## LEADERSHIP

### ADP UX Hackday (Hackathon)

Winter 2016

- Collaborated to create concept to modernize user interface of internal change management portal

### “Policy Imperatives for Women’s Health Research and Development” Spring 2015

- Delivered speech at the inaugural “World Women’s Health and Development Forum” at the UN
- Researched world labor force participation rates and proposed youth vision to reducing gender inequality

## SKILLS

- Tools: Tableau, Git, Microsoft BI, Visio, SAP Business Objects, Advanced Excel (Pivot Table/Vlookup)
- Programming Languages: Python (pandas, NumPy, Matplotlib, Seaborn, scikit-learn), R, SQL
- Machine Learning: Regression, Random Forests, naive Bayes, Neural Networks, Clustering, XGBoost

## CERTIFICATIONS

- ITIL v3-Foundations, Understanding BS ISO/IEC 20000-1:2011, JLPT N2