

Steven Lio

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Summary

Results-driven professional with 6+ years of experience engineering solutions for machine learning and data analytics. Developing tools to extract actionable insights, supports cross-functional teams in strategic decision-making.

Education

University of British Columbia

M.S. in Data Science

Vancouver, BC

Sep, 2021 - Aug, 2022

McMaster University

Honors B.Sc. in Mathematics and Statistics Co-op

Hamilton, ON

Sep, 2011 - Jun, 2016

Experience

Data Scientist

Sep, 2022 - Jun, 2024

Blueprint Software System

Toronto, ON

- Optimized algorithm for converting Robotics Process Automation (RPA), achieving an over 95% conversion rate through the application of machine learning techniques similar to Transformer Model
- Prototyped intelligent Recommender System for improving efficiency in customer's RPA processes in Python
- Increased conversion capability on major RPA platforms fourfold and optimized the operational workflow
- Developed tailored backend solutions using .NET framework and C# within an Agile environment
- Refined SQL queries, stored procedures and data storage architecture for scalability and robustness
- Identifying and engineered KPI and produced real-time performance reports that supported CTO in strategic decision-making, highlighting opportunities to improve efficiencies in application development

Quality Assurance Business Analyst

Apr, 2021 - Aug, 2022

Blueprint Software System

Toronto, ON

- Developed data integration processes and constructed probability models for evaluating data quality
- Designed streamlined data ETL pipeline and feature engineering process to consolidate usage data effectively
- Created testing and validation SQL scripts to analyze the performance of RPA processes conversion

Data Scientist

Jan, 2020 - Dec, 2020

Bell Mobility

Mississauga, ON

- Implemented multivariate data models to predict customer lifetime value and devised effective marketing campaign strategies to identify high-value market segments and enhancing customer acquisition quality
- Developed multi-class classification models for churn prediction and enriched competitor analysis in Python
- Boosted customer analytics by tripling available customer attributes through engineered features and ML models
- Engineered a scalable process for aggregating Calling Detail Records and created customer features in MS SQL
- Analyzed sales and spatial data to estimate market size and revenue, and proposed optimal sales channel strategies

Market Insight Analyst

Aug, 2017 - Dec, 2019

Bell Mobility

Mississauga, ON

- Provided actionable insights to drive strategic business decisions for marketing, sales, and product teams
- Created compelling storytelling dashboards using real-time data to deliver comprehensive summaries
- Leveraged customer activity and transaction data to highlight marketing focus to improve campaign efficiency
- Analyzed promotional response, assessed product category elasticity to identify cross-selling opportunities

Data QA Analyst

May, 2016 - Apr, 2017

Environment Canada

Burlington, ON

- Designed data QA process and digitized 40+ years of Canadian Great Lakes freshwater quality data
- Collaborated with project leaders and database managers to implement QA procedures in production
- Identified anomalies and missing data patterns using statistical inference in R to maintain data integrity
- Assisted project leaders to identify suitable benchmarks for developing data quality guidelines

Skills

Programming Languages: 🐍 Python, 📊 R, 🌟 C#, 🗃️ SQL, 📈 SAS, 📄 HTML/ 🎨 CSS, VB.Net,

Machine Learning Libraries: , PyTorch, Tensorflow/Keras, scikit-learn, OpenCV, SciPy, pandas, numpy, Dash, Shiny, matplotlib, ggplot, Plotly, Vega-Altair

Tools and Frameworks: Microstrategy, Tableau, PowerBI, MS SQL Server, ArcGIS, Git, .Net, Jenkins, Docker, PowerShell, Bash, L^AT_EX