

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	Vancouver, BC
M.S. in Data Science	09/2021 - 08/2022
McMaster University	Hamilton, ON
Honors B.Sc. in Mathematics and Statistics Co-op	09/2011 - 06/2016

Experience

Data Scientist	Blueprint Software System	Toronto, ON	09/2022 - 06/2024
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- 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 Blueprint Software System	Toronto, ON	04/2021 - 08/2022
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Analyst

- 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	Bell Mobility	Mississauga, ON	01/2020 - 12/2020
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- 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	Bell Mobility	Mississauga, ON	08/2017 - 12/2019
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- 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
- Supported Pre & Post campaign analyses, designing customized surveys to gain insights into customer behaviors

Data QA Analyst	Environment Canada	Burlington, ON	05/2016 - 04/2017
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- 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, SSMS, ArcGIS, Git, .Net, Jenkins, Docker, PowerShell, Bash, \LaTeX