STEVE SOLNOSKY

DATA SCIENCE | ANALYTICS

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https://github.com/stevepark27

MOTIVATION

I am passionate about solving business problems using Data Science & Analytics. I systematically & creatively use my skillset to add tangible value to the team, the business, and the end-user. I am constantly learning, and always looking to improve.

SKILLS & TOOLS

Machine Learning: Linear Regression, Logistic Regression, Decision Trees, Random Forest, KNN, k-means, PCA, Association Rule Learning, Causal Impact Analysis, Neural Networks
Programming: SQL, Python (Base, Pandas, Numpy, Matplotlib, Scikit-Learn, Keras)
Tools: Excel, Tableau, Github, AWS (S3, Lambda, IAM, EC2, SageMaker, RDS, DynamoDB, Glue)
Math: Statistics (Hypothesis Testing, AB Testing, Central Limit Theorem, Distributions)

PROJECTS

Predictive Call Center Interactive Web App (GitHub Repo)

- Developed a Python predictive model estimating Average Speed of Answer (ASA) and Abandonment Rate (ABR) from historical and forecasted call center data using a scikit-learn pipeline for preprocessing and model training.
- Built an interactive Streamlit web app enabling non-technical staff to make staffing and overtime decisions based on model predictions.

Quality Assurance Assignment Optimization Tool (GitHub Repo)

- Built a Python automated assignment system that matches 200+ call center representatives to team leads using multi-criteria logic based on skill alignment and evaluation-hour quotas. Implemented a “Max Hours” balancing constraint to evenly distribute workload among leads. The tool integrated data from multiple Excel files and cut manual processing time by over 85%.

EXPERIENCE

Independent Data Scientist | Portfolio Builder - Carcassonne, France

MAY 2025 - PRESENT

- Strengthening my data science skills and adding to my project portfolio while completing a data science course over summer 2025.
- Developing Python-based projects focused on predictive modeling, data visualization, and interactive tools.
- Building on prior experience delivering machine learning solutions.
- Expanding knowledge in SQL, statistics, and data storytelling.
- Exploring new professional opportunities while transitioning to life in Europe.

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EXPERIENCE (CON'T)

Workforce Analyst / Data Scientist - Transamerica - Exton PA USA(Remote)
July 2011 - April 2025

- To enable non-technical team members to use its outputs for staffing and overtime decisions, I built a Python predictive model estimating Average Speed of Answer (ASA) and Abandonment Rate (ABR) from historical and forecasted call center data, and deployed it as a Streamlit web app(See Projects).
- To significantly reduce manual effort and improve team efficiency, I delivered Python-based solutions to automate workflows(See Projects).
- To enabling proactive operational decision-making, I created Power BI dashboards to visualize call center performance.

EDUCATION

A.S - (Programming)
1994 - West Chester University, PA USA

COURSES & CERTS

Data Science Professional Certification (Data Science Infinity)

Actionable Learnings: Extracting & manipulating data using SQL. Application of statistical concepts such as hypothesis tests for measuring the effect of AB Tests. Utilising Github for version control, and collaboration. Using Python for data analysis, manipulation & visualisation. Applying data preparation steps for ML including missing values, categorical variable encoding, outliers, feature scaling, feature selection & model validation. Applying Machine Learning algorithms for regression, classification, clustering, association rule learning, and causal impact analysis for measuring the impact of an event over time. Machine Learning pipelines to streamline the ML pre-processing & modelling phase. Deployment of a ML pipeline onto a live website using Streamlit. Using Tableau to create powerful Data Visualizations. Turning business problems into Data Science solutions.

Introduction to Python **(DataCamp)**

Actionable Learnings: Developed foundational Python skills to manipulate data, implement control flow, write reusable functions, and perform basic exploratory data analysis on structured datasets.