

# Takeshi Sugiyama

San Francisco, CA | 415-728-3173 | [taksug229@gmail.com](mailto:taksug229@gmail.com) | [Linkedin](#) | [Github](#) | [Tableau](#)

Data Scientist with a background of 7 years of international experience in customer-facing roles. Experienced at managing teams to translate data into sales growth in the E-commerce, IT solutions, IaaS, and SaaS industry.

## TECHNICAL SKILLS

- **Data Science:** Exploratory Data Analysis, Data Cleaning, Hypothesis Testing, Supervised Learning (Linear, Logistic, Decision Tree, Random Forest, Gradient Boosting, Ada Boost, XGBoost), Regularization (Ridge, Lasso), Evaluation (Cross Validation, Grid Search)
- **Software Skills:** Python (Numpy, Pandas, Scikit-learn, Scipy, Matplotlib, Seaborn), SQL, Web Scraping, Tableau, Power BI, MongoDB, Docker, Git, Apache Spark, AWS (SageMaker, EC2, S3)

---

## DATA SCIENCE PROJECTS

### NBA Salary Prediction — [Github Repo](#)

- Predicted NBA player's salary using machine learning models. Improved prediction by \$3.7M per player.
- Technology used: Python, Pandas, Numpy, BeautifulSoup, SciPy, Scikit-Learn, Matplotlib, Seaborn, Machine Learning models.

### European Soccer Analysis — [Github Repo](#)

- Conducted hypothesis tests to confirm statistical significance between Germany/Italy for the average number of 0 goals games.
- Technology used: Python, Pandas, Numpy, Matplotlib, SciPy, Seaborn.

### Drug Policy Analysis — [Blog \(Japanese\)](#)

- Analyzed drug policies using data. Observed that organizational structures in Japan had a key role in the lack of policy changes.
- 8K monthly readers and 2.5K Twitter followers.

---

## EXPERIENCE

### [Etsy Shop Manager](#) (Freelance) — *San Francisco, CA*

2018—Present

- Launched an Etsy shop with 60+ orders with an average of 5-star rating. Oversaw analytics, marketing, and communication.

### [Evernote](#) — *Redwood City, CA / Remote*

2018—2019

#### Customer Support Representative

- Improved Japanese support tNPS score by 40%, allowing resumption of reseller partnerships worth \$1.2M annually.
- Increased efficiency of reseller transactions by 30% by leading project management of upgrading software infrastructure.

### [Syscom \(USA\) Inc.](#) — *New York, NY*

2015—2017

#### Senior Account Manager (2017) | Account Manager (2015—2017)

- Increased IaaS client base by sixfold (generating \$100K in annual revenue) by improving the conversion rate of marketing.
- Collaborated with external and internal parties to implement 300+ IT projects successfully with 100% customer retention.

### [Rakuten, Inc.](#) — *Japan & New York, NY*

2011—2014

#### Senior Account Manager (2013—2014) | Account Manager (2011—2013)

- Achieved top 5% performance in ad revenue out of 180 people by exceeding average outreach volume by 40%.
- Led team's e-commerce sales/marketing strategy to exceed annual quota.

---

## EDUCATION

### Galvanize, Data Science Immersive — *San Francisco, CA*

2020

### University of Hawaii at Manoa, B.B.A. Marketing & B.B.A. International Business — *Honolulu, HI*

2006—2010

---

## OTHER SKILLS / ACTIVITIES

- **Executive Advisor:** [Society Concerned about Gambling Addiction](#) — Advised on social issues surrounding drug policies in Japan.
- **Japanese:** Native. Lived in Japan for more than 13 years.