

Thomas Jung

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TECHNICAL SKILLS

- **Programming languages:** Python, R, SQL, C#.NET, VBA, ACL
- **Data analysis & visualization:** Alteryx, Tableau, Power BI, Excel, SAS, RStudio, Weka, RegEx
- **Database management:** MS SQL Server, Azure SQL, MySQL, SQLite, Proficy Historian, XML, JSON
- **Machine learning & generative AI:** Databricks, DataRobot, scikit-learn, Hugging Face Transformers, PyTorch, XGBoost, Facebook Prophet, SVM, linear/logistic regression, KNN, k-means, Naïve Bayes
- **Cloud computing & big data:** AWS, Airflow, HDFS, MapReduce, PySpark, Hive, Elasticsearch

EMPLOYMENT HISTORY

Senior Data Analyst – Internal Audit

April 2022 – February 2025

Brookfield Asset Management, Toronto ON

- Streamlined customer experience management using NLP machine learning model in Python to categorize 4,000 customer complaint transcripts per year, cutting ticket triage time in half (270 hours/year savings)
- Advised business leaders on opportunities to leverage advanced analytics, generative AI (GenAI), and explainable AI (XAI) solutions, delivering executive presentations and leading key strategic initiatives
- Optimized a quarterly data consolidation of 20,000 legal entities by designing an end-to-end data collection and reporting process, saving 600 hours (80%) annually and improving data quality
- Developed web scraping pipeline using Python, spaCy, Alteryx and Google Custom Search REST API
- Conducted audit analytics to support anti-bribery and corruption efforts, uncovering potential fraud and highlighting critical compliance risks using accounts payable, travel & expense, and general ledger data

Data Analyst

November 2020 – April 2022

Enwave Energy Corporation, Toronto ON

- Developed time series machine learning models to forecast customer demand using XGBoost in Python
- Designed a process optimization dashboard using Python and Tableau to identify potential energy generation cost savings of \$112,000/year (11%) and greenhouse gas reduction of 3,233 tonnes/year (16%)
- Streamlined KPI reporting using SQL Server and Power BI to present timely insights to executives

Data Analyst – Portfolio Management

September 2019 – November 2020

Brookfield Asset Management, Toronto ON

- Pioneered a data analytics pilot program to evaluate business use cases for data across the portfolio
- Collaborated with executives and board members to transform strategic questions into actionable analytics solutions using interactive Tableau dashboards, cultivating business acumen in the process

EDUCATION

Master of Science (MSc) – Data Science and Analytics

Expected August 2025

Toronto Metropolitan University, Toronto ON

- **Relevant courses:** Machine Learning, NLP, Management of Big Data and Big Data Tools, Graph Mining, Data Mining and Prescriptive Analysis, Design of Algorithms and Programming for Massive Data

Certificate in Data Analytics, Big Data, and Predictive Analytics

December 2020

The Chang School of Continuing Education, Toronto ON

GPA: 4.33/4.33

Honours Bachelor of Science (HBSc) – Biology (Biomedical Science Specialization)

April 2016

York University, Toronto ON

GPA: 7.9/9.0