

Victor G. Hugg

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Work Experience

Lead Data Scientist CVS Health
Roselle, IL (Remote) May 2020 – Present

- *Strategic Cost Reduction*: Optimized specialty pharmacy fulfillment operations by analyzing order flow data; drove process enhancements that saved approximately **\$6.7M** in annual overhead costs
- *Predictive Modeling*: Developed logistic regression models to forecast supply chain failure events (reshipments); utilized feature importance analysis to target corrective actions, averting a cumulative estimated loss of **\$26.7M**
- *Business Intelligence*: Designed interactive Tableau dashboards for executive stakeholders, delivering real-time analytics on prescription volume and pharmacy staff productivity
- *Data Infrastructure*: Engineered scalable ETL pipelines in Google Cloud Platform and BigQuery; leveraged R and Python to clean, analyze, and visualize data with high-fidelity accuracy
- *Ad-Hoc Analytics*: Resolved critical, high-priority data requests for pharmacy operations teams, delivering timely insights to support urgent decision-making
- *Cross-Functional Leadership*: Partnered with pharmacy operations to translate data insights into actionable business strategy; mentored junior analysts on coding standards and project execution best practices

Research Assistant + Instructor UIUC, UIC
Champaign, IL; Chicago, IL August 2014 – May 2020

- Provided MPA + PhD students with R coding guidance and research design support
- Lectured, held office hours, and graded assignments/exams for 300+ undergraduate students enrolled in 4 courses across 9 semesters
- Assisted faculty with new and ongoing empirical research projects

Customer Service Technician Aureon/INS
Des Moines, IA October 2012 – March 2014

- Delivered high-volume technical support to customers via phone (7,000+ calls), resolving a broad spectrum of issues related to DSL, cable, fiber-to-the-home, and email client configuration
- Utilized strong problem-solving skills to troubleshoot and resolve customer complaints in a timely and efficient manner

Education

- PhD, Public Administration May 2020
University of Illinois at Chicago
- MA, Political Science December 2015
University of Illinois at Urbana-Champaign
- BA, Philosophy + BA, Political Science May 2012
Iowa State University

Skills

- **Languages**: SQL (BigQuery, Teradata), R (tidyverse, tidymodels), Python (pandas, scikit-learn, xgboost)
- **Visualization**: Tableau, ggplot2
- **Cloud/Tools**: Google Cloud Platform (GCP), Docker, RStudio, JupyterLab, Git, Linux, Windows, Word, Excel, PowerPoint
- **Methodologies**: Research design (randomized controlled experiments, A/B testing), econometrics, network analysis

Selected Past Projects

Interlocal Agreement Database

- Scraped and merged longitudinal data from multiple government sources using R and Selenium
- Data includes 50 variables and captures 20,000+ intergovernmental agreements and 1,000+ local governments
- Database played a foundational role in the formation of UIC's [Networks & Governance Lab](#)

Analyzing School District Performance

- Predicted student-level academic and discipline performance across 333 public school districts (1993 – 2017) using R and panel linear models
- Utilized network analysis to identify key drivers of district performance
- Visualized distributional and geographical data via ggplot2 and sf

Modeling Public Service Networks

- Estimated hierarchical linear models (lme4) to test relationships between public service functions and interlocal agreements

Federal Payroll Data Processing

- Simplified scholarly research by cleaning 700 text files (33.8 GB, 170 million+ rows) using the R tidyverse

Personality Traits and Citizen Participation

- Used logistic regression to predict the likelihood of citizen engagement with local government using ANES data