William P. Hoynes

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Education

Georgia Institute of Technology – Atlanta, Georgia *Spring 2021 – Spring 2023*
Master of Science in Analytics **GPA: 3.75/4.00**
Concentration: Computational Data Analytics

Georgia Institute of Technology – Atlanta, Georgia *Spring 2020*
Bachelor of Science in Industrial and Systems Engineering **GPA: 3.63/4.00**
Concentration: Economic & Financial Systems

Skills

Programing By Proficiencies: Python, SQL, PySpark, Scala, R, Java, Html, CSS
Certifications/Tools: Sklearn, Tensorflow, HuggingFace, PyTorch, CITI Data or Specimens Only Research, Git, GCP Suite, Azure Suite, AWS Suite, Lean Green Belt, Tableau, PowerBI, Salesforce
Course Work: Big Data in Healthcare, Bayesian Statistics, Machine Learning, Simulation, Business Analytics, Analytical Modeling, Data Visualization

Work Experience

United Parcel Service, UPS – Global Business Services **Atlanta, GA**
Industrial Engineering Data Analytics Supervisor *Summer 2020 – Present*

- Designed, tracked and measured key KPIs for marketing pilots to improve the customer experience within vendor call centers
- Utilized supervised and unsupervised text analytic model to drive insights into post call surveys
- Hired, trained, and onboarded interns to complete projects in areas of opportunity projects resulted in savings of over $250K
- Reduced missed on road pickups by 25% by creating driver level reporting of customer concerns by heuristically linking unrelated data sources

Data Analytics Intern *Summer 2018*

- Utilized Python and TensorFlow to manipulate data and train NLP models for output to data visualization software
- Reported and presented findings of data mining on UPS's AI customer service chat assistant
- Statistical findings from project identified projected net annual operational cost saving of $100k

Data Projects

MIMIC Extract – Data Pipeline *Spring 2023*

- Implemented data pipeline on MIMIC ICU patient dataset as outlined in the research paper: MIMIC-Extract: A Data Extraction, Preprocessing, and Representation Pipeline for MIMIC-III
- Uploaded data to GCP BigQuery database and connected via Apache Spark
- Implemented pipeline in Scala for outlier detections, unstructured data pre-processing, and hourly aggregations
- Deployed pipeline to a job utilizing GCP DataProc

Computational Data Analytics Project – VisBit *Spring 2022*

- Lead a diverse team to create a D3 dashboard to easily visualize Bitcoins transaction network
- Implemented Gibbs Sampling for a Dirichlet Mixture model to cluster transactions keys based off similarities and completeness between sets
- Utilized AWS S3, EC2, and SageMaker for dashboard implementation and scaling

NFL Big Data Bowl – Player Path Clustering *Fall 2022*

- Utilized NFL tracking data and gaussian based clustering to determine mean player starting positions on punts
- Determined mean paths down field of each cluster to determine optimal player positioning to cover punts
- Estimated starting coverage using play frames and epsilon radius

Senior Design Capstone Project – Nolen Transportation Group *Spring 2020*

- Build and implemented optimization algorithms that matched freight routes
- Packaged findings into a dashboard that easily allows for visualization and implementation of routes
- Identified potential cost savings of $500k per month and team received honorable mention