

# William Duggan

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## EXECUTIVE SUMMARY

A visionary and performance-driven **Data Scientist / Business Scientist** and key team member, with a successful track record of aligning business and data strategy to deliver initiatives that improve processes, systems, and profitability.

- **Communication / Relationship Building:** Exceptional communication and presentation skills. An influencer with the ability to build robust and mutually beneficial business relationships at all levels.
- **Experience Includes:** Data strategy, complex data analysis, data-driven advisement, predictive modeling, machine learning, statistical analysis, data preparation, model evaluation/design, and process improvement.
- **Demonstrated Expertise:** Using extremely large, complex datasets to draw conclusions and effectively communicate findings with both technical and non-technical team members and stakeholders.
- **Data Lead:** Championing data-driven outcomes and business problem solutions via data analysis and building clear visualizations, models, and dashboards.
- **Strategic Business Partner:** Interacting with key stakeholders including executive leadership, providing strategic advisement on data insights, solutions, business impacts, and improvement opportunities.
- **Additional Credentials:** M.S. in Data Science, Certified AWS Cloud Practitioner.

## CORE COMPETENCIES

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|-----------------------------------|------------------------------------|----------------------------------|
| • Data Science / Business Science | • Data Analytics                   | • Data Integration               |
| • Big Data Modeling               | • Data Visualizations / Dashboards | • Data Cleaning                  |
| • Business Insights / Impacts     | • Model Development / Deployment   | • Project Management             |
| • Deep Learning                   | • Advanced Programming             | • New Insights / Opportunity ID  |
| • Machine Learning                | • Scalable Improvements            | • Trends / Pattern Evaluation    |
| • Data Mining                     | • Performance Optimization / KPIs  | • Cross-Functional Collaboration |

## PROFESSIONAL EXPERIENCE

WILMINGTON PAPER CORPORATION - Pine Brook, NJ

2015 - 2023

### Operations Manager, Data Lead

Provided governance and vision for supply chain operations and data strategy. Developed solutions and processes for addressing complex business and technical problems. Managed supply chain operations across 30+ accounts, optimizing workflows for suppliers, customers, and carriers. Served as a Power BI creator for operations.

- Architected and executed the strategic data vision. Partnered with senior and Lines of Business (LOB) leadership, providing strategic advisement on data-driven insights, business impacts, and uncovered opportunities.
- Implemented standardized operating procedures across all accounts, enhancing operational consistency and scalability.
- Collaborated with cross-functional departments and conducted data cleansing, management, troubleshooting client source connection, admin control and maintenance, and reporting dashboard and visualization for a private company database infrastructure.
- Built and implemented machine learning and statistical models for data strategy. Developed and delivered the data infrastructure required for the needs of predictive modeling and analytics.
- Mined and translated data into meaningful insights and built dashboards and visualizations. Presented results and advisement to senior leadership and key stakeholders.
- Researched, designed, built, optimized, and maintained reliable, efficient, and accessible data systems, data pipelines, and models.
- Created and delivered training sessions for employees on database navigation, queries, and report generation.

- Leveraged SQL for data extraction from internal databases, facilitating data-informed decision-making and enhancing customer understanding.
- Employed ETL methodologies to derive and categorize key features matching regional vendor costs and business requirements, thereby supporting trend analysis.
- Provided back-end support for the IT group in customer web portal development, including DevOps and administrative credentials.
- Led multiple fully-lifecycle data projects, including a project that pinpointed and addressed supply chain inefficiencies, achieving a 6% net cost reduction.

H&M INTERNATIONAL - Jersey City, NJ

2012 - 2015

#### **Assistant Terminal Manager (2013 - 2015)**

Strategically coordinated Operation Manager shifts with 10 daily inbound/outbound cargo train schedules. Assisted in negotiating local ILA labor contracts, ensuring 24/7 lift operation coverage for Norfolk Southern and CSX rail yards.

- Enhanced lift per man hour (LPMH) by 10%, leading to improved productivity and efficiency.
- Ensured punctual outbound train releases and departures for NS and CSX railroads.
- Implemented effective manpower scheduling to increase terminal efficiency and reduce delays.
- Established and monitored key performance indicators (KPIs) for railroad operations.
- Reduced vendor dwell time by 25%, increasing operational efficiency and reducing downtime.

#### **Operations Manager (2012 - 2013)**

Liaised with Norfolk Southern (NS) managers to facilitate timely cargo train activities and resolve delays while managing 16+ company assets to load and unload 6 daily cargo trains.

- Analyzed daily train manifests to ensure receiving and delivery of hazardous and non-hazardous cargo.
- Conducted daily safety briefings, calculated daily lift per man hour, and reported mechanical downtimes.

APM TERMINALS - Port Elizabeth, NJ

2009 - 2011

#### **Operations Manager, Rail Department (2010 - 2011)**

Oversaw daily rail loading and unloading activities for a team of 20+ ILA workers. Promoted a productive working environment for the Millennium Marine Rail integration project.

#### **Operations Manager, Marine Department (2009 - 2010)**

Ensured safe work environments, managing daily labor and overseeing marine and vessel operations. Collaborated with management, ILA labor, and the marine foreman to achieve deadlines and maximize productivity to 50+ moves per hour.

***Full CV Available Upon Request***

### **EDUCATION / CERTIFICATIONS / PROFESSIONAL DEVELOPMENT**

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M.S. in Data Science - New Jersey Institute of Technology

- Built, deployed, and hosted an interactive web application using a public dataset that predicts future sales data by regional product categories.
- Utilized ETL, data cleansing, mining, visualization, and machine learning to highlight key variables for areas of improvement or concern (i.e., K-means clustering | Linear regression.)

B.S. in Business Management - York College of Pennsylvania

AWS Cloud Practitioner Certification

Data Mining - New Jersey Institute of Technology

Additional Certifications: Microsoft Power BI - LearnPowerBI.com, Machine Learning with Python - Coursera, Python for Applied Data Science - Coursera, Data Analysis with Python - Coursera, Data Visualization with Python - Coursera, Open-Source Tools for Data Science - Coursera, Data Science Methodology - Coursera, Business Science - Shiny Web Applications.

### **TECHNICAL SKILLS**

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Microsoft Office, Cloud Computing, CSS, HTML, JavaScript, Python, R, SQL, Power BI, AWS, Hadoop, MapReduce, Java, Linux, Hugging Face, PyTorch, NumPy, Pandas, Sci-kit Learn, Matplotlib.