

# WILLIAM DUGGAN

wmduggan@gmail.com • (973) 303-3354 • Morris Plains, NJ • [in/wmduggan](#) • [Portfolio](#)

## DATA SCIENTIST | BUSINESS ANALYST | OPERATIONS MANAGER

Detail-oriented Business Scientist with +13 years experience, skilled in developing scalable data solutions, streamline workflows, and creating actionable insights. Extensive experience in building data pipelines, automating processes, and delivering reports that enhance decision-making. Strong technical skills with a passion for collaborating across teams to solve complex business challenges.

## EDUCATION

**MS, Data Science** | New Jersey Institute of Technology | Dec 2023 | Coursework: Big Data, Machine Learning, Deep Learning, Data Mining

**Data Mining** | New Jersey Institute of Technology | Mar 2021

**BS, Business Management** | York College of Pennsylvania | Dec 2008

## AREAS OF EXPERTISE & TECHNICAL SKILLS

**Core Competencies:** AWS Cloud Certified, Data Science, Big Data Modeling, Distributed Data Systems, Business Analytics, Deep Learning, Machine Learning, Data Mining, Model Development, Advanced Programming, Quantitative Analysis, Competitive Benchmarking

**Professional Skills:** Report Generation, Data Visualization, Dashboards, Scalable Improvements, Performance Optimization, Data Integration, Data Cleaning, Project Management, Pattern Evaluation, Stakeholder Communication, Business Decision Support, Problem-Solving & Analytical Thinking, KPI Management, Customer Behavior Analytics, Strategic Planning

**Programming Languages & Tools:** Python, R, SQL, Power BI, AWS, Azure, Git, Hadoop, MapReduce, Java, Linux, Hugging Face, PyTorch, NumPy, Pandas, Sci-kit Learn, Matplotlib, Tableau, JavaScript, Spark, Slack, BigQuery, SAP, Snowflake, Microsoft Office Suite

## PROFESSIONAL DATA EXPERIENCE

**Data Scientist | Independent Consultant**

**04/2023 – Present**

- Developed an AI Marketing Strategy Expert Assistant using Retrieval-Augmented Generation (RAG) and a Vector Database, reducing analysis time by 30%, and enabling real-time marketing insights.
- Created customer churn model utilizing Python and machine learning to synthesize marketing strategies and customer analytics, improving decision-making efficiency by 25%.
- Designed and implemented interactive Power BI dashboards to automate supply chain and financial reporting for datasets of 100K+ entries, leading to a 25% improvement in workflows and a 20% boost in efficiency.

**Operations Manager, Data Analyst Lead | Wilmington Paper Corporation**

**07/2015 – 04/2023**

- Managed 20+ accounts while leading the development of scalable data solutions using Microsoft Power BI, optimizing transportation and supply chain workflows by 25%.
- Transformed complex transportation and supply chain datasets from MS RDBMS into dynamic Power BI dashboards, providing real-time insights that improved operational effectiveness by 20%.
- Engineered full lifecycle data projects, identifying supply chain inefficiencies and implementing solutions that resulted in a 6% net cost reduction and a 15% improvement in efficiency.
- Led a cross-functional team of analysts and IT professionals to streamline inventory management processes, reducing excess costs by 30% and saving \$500,000 annually.
- Implemented automated reporting systems, reducing manual data processing time by 50% and increasing data accuracy by 20%, resulting in more informed decision-making and improved operational efficiency.

## OPERATIONS MANAGEMENT EXPERIENCE

**Assistant Terminal Manager | H&M International**

**01/2013 – 07/2015**

- Directed operations and enhanced lift per man hour (LPMH) by 10%, leading to improved operational efficiency by reducing vendor dwell time.

**Operations Manager | H&M International**

**01/2012 – 01/2013**

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

**Operations Manager | APM Terminals**

**09/2009 – 12/2011**

- Collaborated with management and ILA labor to achieve deadlines and managed workflows that maximized productivity targeting 50+ container moves per hour to maintain effective business operations.