

# Jacob Dunning

Denver, CO

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## Experience

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### Comcast, Wholesale Voice

Data Scientist II

Aug 2023 - Present

- Managed voice traffic volumes worth \$110k annually, writing time series forecasts in Python to ensure revenue optimization and contract compliance
- Wrote Python ETL pipeline to retrieve structured and unstructured API data, clean the data, then store in SQL Server for use by ML team
- Performed Linux sysadmin tasks for 40+ servers, including writing Bash scripts, OS patching, and other maintenance tasks
- Delivered analytics through ad hoc SQL analysis on billion+ row datasets, providing business-critical insights in Tableau

### Transaction Network Services, Call Guardian

Data Analyst II

Oct 2020 – July 2023

- Wrote Python scripts to automate various customer service operations on Linux system, reducing response times by over 10x and reducing my team's workload by 60%
- Trained NLP model to classify spam transcripts with over 90% accuracy
- Used Python and SQL to code ETL pipelines and data cleaning for development and testing of machine learning models, integrating code with Git repo for extensible usability
- Developed time-to-detection metric for spam detection machine learning model, coded in Python and added to SQL database and Tableau dashboard
- Wrote complex queries, optimized to run on large (billion+ row) datasets using Hive SQL in Hadoop
- Completed programming tasks according to Agile methodology, using Jira

## Education

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Whitworth University

Sept 2016 - May 2020

B.A., Mathematical Economics

## Skills

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- Programming/Data Analysis: SQL (4 years), Python (5 years), Tableau (1 yr)
- Research: Able to efficiently retrieve, organize, and summarize complex information in a timely manner
- Statistics: Probability distributions, hypothesis testing, regression analysis, machine learning (sklearn, numpy, pandas)