

Satenik Safaryan

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EXPERIENCE

Metis San Francisco, CA
Data Scientist Jan. 2021 to Mar. 2021
Metis is a full-time immersive data science bootcamp; honed skills in machine learning, statistics, Python programming, NLP, data visualization, and database systems, through project-oriented learning. Built five end-to-end projects, see projects section.

VFS Global LLC Yerevan, Armenia
Operations Manager Nov. 2015 to May 2019
Acted as the Deputy Manager, supervising a team of up to 30 people and tasked with conducting analytical experiments to help solve various business problems. Prepared daily, monthly and annual reports for diplomatic missions and internal stakeholders.

- Advanced operational changes reducing average appointment time by 35%
- Achieved a 60% reduction in average customer wait time by reorganizing customer visit data and optimizing appointment schedules
- Organised post-mortems to improve operational processes and mitigate future risks

Submission Officer Yerevan, Armenia
May 2015 to Nov. 2015

- Handled customer queries in person, by email and on the telephone
- Recorded and maintained the application data, ensured accurate and timely data entry into the system
- Ensured compliance to the standard operating procedures and manuals
- Adopted a wide range of internal software packages provided by VFS Global and diplomatic missions

Pumpkin LLC Yerevan, Armenia
Marketing Manager Aug. 2014 to Feb. 2015

- Conducted social media marketing for consolidating the brand awareness (Facebook, Instagram, Tripadvisor)
- Planned, organized and managed 3 events for acquiring new customers
- Executed email campaigns via MailChimp marketing automation platform
- Developed marketing campaigns, increasing the sales revenue by 20%
- Analyzed customer data via Zoho online CRM

Port Ayas LLC Yerevan, Armenia
Marketing Specialist Jan. 2014 to Aug. 2014

- Conducted commercial negotiations on price and services with potential customers
- Developed marketing strategy for the company
- Derived actionable insights from Zoho online CRM software and Salesforce CRM platform

HSBC Bank Armenia CJSC Yerevan, Armenia
Branch Representative July 2013 to Sept. 2013

- Identified and met customers' needs and expectations for banking products and services
- Promptly and efficiently dealt with customer complaints
- Supported clients with technical and troubleshooting issues

SKILLS

LANGUAGES	BI & ANALYTICS	CLOUD SERVICES	OPERATING SYSTEMS
Python SQL	Tableau Microsoft Office Google Analytics	Google Cloud AI Platform BigQuery IBM Watson Studio	Linux Mac OS Microsoft Windows

PROJECTS

Self-Supervised Voice Emotion Recognition
Developed a self-supervised voice emotion classifier trained on extracted sentiment from audio transcripts. Used transfer learning with convolutional neural networks to extract features from Mel-scale spectrograms with Keras.

Interesting Factoid Recommender System
Built a Dash web app recommender system for finding interesting personalized facts from r/todayilearned subreddit. Used Latent Semantic Analysis for topic modeling from TF-IDF representations of the Reddit posts.

Predicting Artwork Importance and Popularity
Created a classifier for predicting importance and popularity of artwork in the Metropolitan Museum of Art's BigQuery dataset. Measured performance of various classifiers on this retrieval task using Precision@k.

Salary Estimate Prediction for US-based Data Professionals
Produced a job listing salary estimate prediction model and analyzed feature importance. Used Beautiful Soup to scrape job requirements and salary estimates for data professionals from a leading employment website.

CERTIFICATIONS

2020	Google Analytics for Power Users, Google
2020	Statistics with Python Specialization, University of Michigan on Coursera
2020	Advanced Google Analytics, Google
2019	Data Science Professional Certificate, IBM on Coursera

EDUCATION

Armenian State University of Economics
MBA Business Administration 2018

French University in Armenia
BA Management 2013