

CHRIS BYRNES

✉ cbyrnes725@gmail.com ☎ 502-220-9804 📍 Los Alamitos, CA 90720

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SUMMARY

Accomplished and results-focused professional with extensive experience providing consulting expertise on technical topics to a wide range of stakeholders. Leverage strong technical and product expertise to effectively analyze data and implement risk management strategies to meet the organization's strategic goals and improve upon business operations. Build and maintain effective relationships, and able to collaborate cross-departmentally.

SKILLS

PROGRAM LANGUAGES/LIBRARIES: Python, SQL, Pandas, NumPy, NLTK, BeautifulSoup, Scikit-learn, Matplotlib, Seaborn, Tableau, SPSS

MACHINE LEARNING: Regression, Classification, Natural Language Processing

EXPERIENCE

Metis, Data Scientist, Remote

Mar. 2021 - June 2021

Completed immersive 10-week data science bootcamp focused on Python programming, machine learning, statistical modeling, data visualization, project design, and communication. Projects completed included:

- Predicting professional golfer earnings using linear regression algorithms. Beautiful Soup, Python (including Pandas), and Matplotlib were used.
- Classification project to determine if individuals believe they will be better off one year from now. Results of classification algorithms such as KNN, logistic regression, and random forest were analyzed.
- Analysis of customer reviews on women's athletic footwear for company entering market using natural language processing.

FuturePlan by Ascensus, Service Manager, Huntington Beach, CA

Feb. 2018 - Dec. 2020

Managed retirement located in Huntington Beach (CA), Bellevue (WA), and other remote locations with overall responsibility for approximately 1,400 qualified retirement plans including defined contribution and defined benefit.

- Focused on building and sustaining relationships with internal and external stakeholders, including consultants, clients, and financial advisors.
- Primary point for escalation of issues including quality, timeliness, billing, systems and consultant relationships.
- Worked with consultants to manage deadlines and timely delivery of Form 5500s, nondiscrimination testing results, contribution calculations, valuations, safe harbor notices, etc.
- Thrived in fast-paced environment undergoing significant change with end goal to integrate numerous TPA acquisitions to common systems and processes.
- Location expert resource for Microsoft Office and proprietary project management and billing systems.

Buck Consultants, A Xerox Company (now Buck), Director, Los Angeles Office Wealth Leader, Los Angeles, CA

2015 - 2016

Provided strategic and tactical oversight and leadership for all aspects of client management, including leading staff activities and all wealth projects and related initiatives.

- Managed service delivery activities including establishing and maintaining effective client relationships.
- Planned and implemented strategies to support organizational optimization including rightsizing staff.
- Led and presented ongoing client work.
- Designed, developed, and implemented new client marketing strategies.

Mercer, Principal / Enrolled Actuary, Seattle, WA, Chicago, IL, and Louisville, KY

1995 - 2015

Promoted to roles of increasing responsibility within national wealth consulting practice to successfully support Fortune 500/1000 clients and their pension retirement plans. Ensured smooth delivery of services, financial and quality oversight, effective resolution of escalated issues, and regular review of technical work.

- Experience with proprietary relational database often working on clients with tens of thousands of records.
- Communicated highly technical concepts on a daily basis with both internal and external stakeholders.
- Managed a team of approximately 50 staff in centralized services environment while continuing to be a technical expert.
- Served as a member of the core team charged with optimizing service delivery nationally leading to implementation of successful business model still in practice today.
- Recognized and contributed as one of ten nominated members of Mercer's US Retirement Young Leaders Group tasked with development and implementation of revenue and employee engagement initiatives.

EDUCATION

Spring Arbor University

Bachelor of Arts Mathematics 1992

Enrolled Actuary (inactive, 1/17)