

EXPERIENCE

Metis · Chicago, IL Data Scientist

Jan. 2021 to Mar. 2021

Completed an immersive data science bootcamp and applied data science fundamentals and algorithms, machine learning and modeling skills to five end-to-end python projects. Please see project section for more details.

- Collaborated with other junior data scientists to identify the best strategy to locate top MTA stations to maximize campaign profit.
- Designed linear regression model to predict NBA player's annual salary based on player's performance.
- Created Covid-19 Classification model by using XGBoost to predict Covid positive based on symptoms.
- Applied natural language processing (NLP) to find best&worst music instrument products based on Amazon reviews.
- Used Tensorflow to Design a recommendation app from Airbnb open data.

Synchrony Financial · Chicago, IL

Nov. 2015 to Jan. 2021

AVP- Customer Journey Analytics (Aug 2019 - Jan 2021)

Identifying gaps and developing best solutions that enhance customer experience. Working with SMEs from multiple functions across the business to facilitate journey baselining.

- Designed and built Op-Ex and Revenue dashboard for SLT to prioritize journey initiatives for next 5 years
- Created foundation design and build for Get My Card journey(GMC) dashboard for monitoring card activation process
- Led Ops Analytics team efforts on the TrustID project saved \$10M in operational cost annually
- Built a predictive model to reduce recall rate and first call resolution (FCR)

Senior Analyst (Aug 2017 - Aug 2019)

Team lead responsible for supporting junior analysts on projects related to contact channels and serve as one of the three SMEs for 400+ strong Chicago office on operations analytics matters. Manage Ops Analytics SAS Grid usage and access.

- Led weekly analytics meeting with senior leadership to provide project updates and convey result insights
- Led Ops Analytics team efforts on the TrustID project saved \$10M in operational cost annually
- Built a predictive model to reduce recall rate and first call resolution (FCR)
- Lead building of a master dataset for internal decision dashboard for SLT team
- Utilized BryterCX to identified key reasons for Amazon's customer churn, helped client to fix major issue of credit limit line.

Operations Analyst (Nov 2015 - Aug 2019)

Focused on customer contact behavior analyses to support Enterprise Operations strategic initiative to increase self-service engagement. In charge of Champion/Challenger analyses for new functionality introductions across all self-service channels, IVR, IVA, E-Service, M-Service, and mobile.

- Designed and led PBP project that automated payment process and increased payment success rate for 36 million customers
- Optimized Champion/Challenger analyses for IVR, E-Service and M-Service platforms
- Provided recommendations to SLT on optimizing IVR based on cost/benefit analyses and performance trends.

Statcom · Chicago, IL Student Consultant

Led 6 graduate students to do ad-hoc analyses and made sure set requirements were met

- Designed research project utilizing machine learning to predict student loan defaults
- Managed weekly team meetings to monitor project progress and highlight key findings

PROJECTS

Final Project

Used NLP and NMF to create Airbnb recommendation system, based on the user's previous Airbnb stays. Utilized streamlit to create web application interface for product launch.

Natural Language Process

Investigation on Amazon product reviews. used NLP to process reviews and created topic modeling using LDA & NMF. Finalized the strength and weakness for each category of products.

Classification

Created a Covid-19 Classification Model, using features including demographic, patient symptoms and covid testing results. Performed various classification models such as Logistic regression, Naive Bayes, Random Forrest and XGboost, selected and validated model with metrics such as Accuracy, Recall, Precision and AUC curve.

Regression

Used Linear Regression to predict NBA player's salaries. Scraped data online for NBA player's stats and salaries, performed log transformation on salary data and utilized Lasso and Ridge on feature selection and model regularization.

CONTACT

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📍 Chicago, IL

in /in/jason-zhang-jz

SUMMARY

Data scientist with advanced degree in Mathematics and Statistics, and strong experience in analyzing and interpreting data for driving business solutions. Advanced proficiency in multiple programming languages and deep understanding of applied analytic.

SKILLS

LANGUAGES + LIBRARIES

Python

R

SQL

Java

pandas

Scikit-learn

MACHINE LEARNING

Classification

Clustering

Regression

Natural Language Processing

DATA VISUALIZATION

Tableau

Seaborn

OTHER

SAS

SAS EG

SAS/MACRO

ODS

APT

EDUCATION

Depaul University

Master of Science Applied Statistics 2015

University of Minnesota (Twin Cities)

Bachelor of Science Mathematics 2014