SYDNEY LINDSAY

DATA SCIENTIST

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PROJECTS

Capstone Project | Decoding IMDb Ratings

OCT 2023, BRAINSTATION

- Utilized machine learning algorithms to predict IMDb movie ratings
- Conducted exploratory data analysis on a large dataset comprising movie metadata and text reviews, identifying key variables
- Applied data preprocessing techniques, including data cleaning and feature engineering, to prepare data for model training.
- Leveraged Python libraries such as scikit-learn and pandas for data manipulation and model building.

EXPERIENCE

Global Change Management Lead | Accenture *(at WhatsApp)*

FEB 2021 - JUL 2023, AUSTIN, TX

- Led end-to-end change implementation projects helping 400+ vendor support agents to accomplish their clients' business objectives within time, cost, and quality requirements.
- Facilitated cross-functional partnerships, to ensure seamless operational readiness and in-scope delivery for all client change initiatives.
- Designed and implemented a change complexity matrix, which led to a 15% decrease in post-change incidents and optimized resource allocation.

Service Delivery Ops Lead | Accenture *(at Meta)*

JUL 2017 - FEB 2021, AUSTIN, TX

- Led and enabled a team of 15+ agents to successfully deliver on productivity and quality goals in a technical support environment.
- Utilized SQL and data visualization to propose automation solutions, with one project resulting in a 90% reduction in customer wait times for critical inquiries.
- Effectively communicated performance results and strategic initiatives to client stakeholders in weekly business reviews.

Subject Matter Expert - Ads Support | Accenture *(at Meta)*

AUG 2015 - JUL 2017, AUSTIN, TX

- Provided specialized knowledge and expertise to support teams, resolving 95% of escalated issues within a challenging average time of 30 minutes, earning recognition as the go-to SME for critical and complex customer inquiries.
- Acted as a key liaison between the tier 2 technical team and customer support, bridging the communication gap and achieving a 20% reduction in the resolution time for intricate technical problems.

SKILLS

Python, R, SQL, Hadoop, GitHub, Tableau, Hadoop, Jupyter Notebooks, Hypothesis Testing, A/B tests, Regression, Matplotlib, Plotly, Bokeh, Seaborn, Tensorflow, Keras, Pytorch, AWS, Spark, Hive, Supervised and Unsupervised Learning, Microsoft Office, Facebook Ads Platform

PROFILE

Diligent and ambitious data science boot camp graduate with 8+ years of success in team building, project management, and driving successful business process optimization. Seeking a position where I can utilize my unmatched soft skills, worldly perspective, and recently acquired knowledge of data science to increase the value of my next company and the real world. Located in Austin, TX.

EDUCATION

BrainStation | Diploma, Data Science

AUG 2023 - OCT 2023, AUSTIN, TX

University of Texas at Austin | Bachelor of Science, Biology

AUG 2007 - MAY 2012, AUSTIN, TX