

Jeff Ng

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PROFESSIONAL SUMMARY

Data scientist with extensive experience with full data lifecycle including machine learning, data warehousing, data modeling, ETL and data visualization. Demonstrated expertise in identifying core business problems and delivering relevant software solutions.

AREAS OF EXPERTISE

- Machine Learning (scikit-learn, graphlab, keras, nltk, gensim)
- Python (numpy, scipy, pandas, statsmodels)
- R (forecast)
- Database (MS SQL, postgresql, MySQL, mongoDB)
- Distributed Computing (AWS, Hadoop, Spark)
- Data Warehousing
- Business Intelligence (MicroStrategy)
- Data Visualization (Tableau, matplotlib, SSRS, D3.js)
- ETL (Talend, SSIS)
- Master Data Management
- Project/Program Management
- Business Requirements
- Technology Consulting
- Agile & Waterfall SDLC
- Risk Management
- Product Management
- Vendor Management
- Mobile Apps/ Hardware/Network
- Change Management
- Process Improvement

EXPERIENCE

Galvanize

2015 – 2016

Data Science Fellow

Completed intensive project-centric data science program focused on machine learning, software engineering and statistical analysis

- As a capstone project, independently built and deployed a forecasting tool to help drivers and border agencies predict US/Canada border crossing wait times - <http://borderforecaster.com>. Solution accuracy exceeds all publicly-available wait time prediction tools.
- Developed case study solutions in the areas of churn analysis, fraud detection, marketing campaign efficacy and recommender systems.
- Applied broad range of techniques including GLM, Random Forest, neural networks, SVM, NLP, topic modeling, clustering and time series.

Launch Consulting

2012 – 2015

Business Intelligence Consultant / Lead Technical Program Manager

Delivered BI and software consultation for customers in wide range of industries

- Led implementation of an initial release business intelligence platform via program management, architectural oversight and hands-on development. Solution included data warehouse design, ETL and API development, leveraging MicroStrategy, Vertica and Talend.
- Developed pricing models for cruise line excursions based on historical revenue and cost data combined with user profile data.
- Defined requirements and drove development for a custom reports dashboard solution.

AT&T Mobility**2009 – 2012****Technical Product Manager**

Defined and implemented solutions to advance AT&T's mobile web strategy

- Reduced mobile browser startup latency by over 50% via detailed comparative analysis of end-to-end call flows at the application, hardware and network layers.
- Launched mobile browser across dozens of consumer AT&T devices, serving over 30M daily page views.

Disney Interactive Media Group**2007 – 2009****Senior Technical Program Manager**

Managed multiple software projects for user registration and commerce web service systems supporting over 100M users across all Disney-affiliated web properties

- Planned and executed a major upgrade to Disney's security infrastructure, addressing critical security flaws impacting their user registration system.
- Improved operational efficiency by coordinating the consolidation of domestic and international user registration systems with local and offshore teams.

Motorola**2005 – 2007****Senior Program Manager**

Planned and executed multiple releases of a content management and delivery system for distributing content to mobile handsets

- Led engineering, QA, documentation and operations teams in delivering high-quality \$2M+ software release on-time and under-budget.
- Managed the development and deployment of multiple software upgrades to a production system supporting over 2M subscribers.

Keynote Systems**2003 – 2005****Engineering Manager**

Managed a high-performing team in building a service for capturing performance metrics of mobile content, applications and services

- Effectively managed multiple concurrent projects yielding the highest quarterly revenues in history of business unit, generating twice the revenue per employee than company average.
- Increased software development productivity by 50% and reduced service outages by 75% via process reengineering.

Keynote Systems**2000 – 2003****Lead Developer**

- Designed data collection interfaces for managing worldwide network of remote agents.
- Built scalable, real-time reporting dashboard.

EDUCATION**State University of New York**

Stony Brook, NY

M.S. Physics**Cornell University**

Ithaca NY

B.S. Engineering Physics