

Jacob Press

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Professional Summary

Dedicated professional with over 6 years of experience overseeing and supporting data science projects to drive business development, informed decision-making, and garner valuable insights for organizations and organizations' clients/stakeholders. Expertise includes statistical data analysis, programming, artificial intelligence, data visualization, and product strategy, development, and management.

Work Experience

American Express | New York, NY

Machine Learning Engineer | December 2021 – Present

- Spearheaded the migration of 10 services from a legacy cloud platform to the latest version, guiding intricate analysis of package and framework updates to prevent gaps in compatibility and roll-out
- Orchestrate successful production deployment of 10 applications, featuring two groundbreaking chatbots, an ID document analysis tool, and a document classification tool
- Empower product owners to effortlessly craft menu-based bots through a user-friendly interface, creating a Python library chatbot framework that is accessible to all engineers at American Express
- Engineer shell scripts and VSCode dev containers to streamline local environment setup, enhancing development efficiency for other team members and seamless service modifications/changes
- Pioneer interactions with the product team for chatbots, create user stories, and distribute development timelines, maintaining ownership of the product across its engineering and product perspectives
- Maximize compatibility with the latest version of Rasa 3.0 throughout Rasa NLU chatbot data migration from Rasa 1.0 via shell scripting and proactive technical solution development
- Evaluate, identify, and remediate vulnerabilities present across 10 deployed services to maintain a secure, reliable, and highly effective technical environment for 4000+ end-users
- Serve as the Lead Engineer throughout data management, analysis, and presentation to product teams to facilitate effective decision-making and minimize future issue occurrence

IBM | New York, NY

Data Scientist | January 2020 – December 2021

- Completed the two-year IBM Data Science Apprenticeship in three months, subsequently serving as the Lead Data Scientist on 3 projects and ensuring the on-time performance of all deliverables
- Liaised with a global banking client throughout smart chatbot implementation, enabling its seamless integration across use cases within a reusable NLU slack bot framework
- Spearheaded the design of cloud-based NLU cognitive assistants for 3 regional banking clients, utilizing IBM Watson and Google Dialog Flow to maximize user authentication and customer service
- Designed NLP Sentiment analysis and a data visualization pipeline via Twitter's API, delivering relevant information concerning customer perceptions of a global client's COVID-19 response
- Performed technical writing and produced an internal monthly newsletter concerning AI solutions implemented across the banking and insurance industries to maximize business development

Educational Sabbatical | December 2018 – January 2020

- Participated in 4 month Data Science Bootcamp
- Freelanced with local start ups doing a variety of tasks including data analysis, financial analysis, and building models for customer acquisition
- Built a variety of personal projects including the first iteration of my website

Fulfill | Stamford, CT

Founder | June 2017 – December 2018

- Oversaw a 4-person team throughout the creation, testing, and deployment of a React Native and Ruby on Rails Fulfill mobile application, promoting a seamless end-user experience and driving adoption
- Coordinated application deployment across Google Play and the Apple App Store via React Native code implementation, collaborating with cross-functional teams to ensure a synchronized release
- Developed and meticulously maintained a dynamic strategy document, serving as a comprehensive repository for key insights and analysis critical to organizational success accessible to all partners
- Conducted three rounds of A/B testing data analysis, extracting actionable insights to drive informed decision-making and garner necessary insights to inform product launch
- Implemented robust key performance indicator (KPI) tracking mechanisms, enabling real-time monitoring and assessment of business performance against set benchmarks

Press-On Products | Stamford, CT

Founder | September 2017 – October 2018

- Ascertained \$10K in revenue during one fiscal year via comprehensive market and financial research to develop profitable product sourcing and marketing strategies across Amazon's marketplace
- Achieved a 4.8 out of 5 star average customer rating via proactive communication with an overseas suppliers and timely product delivery to United States warehouses
- Streamlined and optimized the supply chain by implementing agile and responsive strategies, resulting in increased operational efficiency and minimized lead times for product procurement
- Instituted robust quality assurance protocols to maintain product integrity and meet industry standards, ensuring compliance with regulatory requirements while fostering trust among customers/stakeholders

Additional Experience

Internal Auditor | BAE Systems

Financial Analyst | BAE Systems

Program Accountant | BAE Systems

Technical Projects

NBA Value Contributed, Unsupervised, Supervised Machine Learning

Presidential Rhetoric, Natural Language Processing

Personal Website: React, Flask, SQL, Web Application

Skills

Software Engineering, Data Science, Statistics, Supervised & Unsupervised Machine Learning, Product & Project Management, Database Management, Cloud Computing, Large Language Models

Technologies

Python, FastAPI, SQL, NoSQL, HTML, CSS, GIT, Bash, VSCode, Docker, Redis, AWS, Spark, JavaScript, VBA, GCP, React, Flask, PostgreSQL, Heroku, Selenium, Matplotlib, Kubernetes, Tensorflow

Education

Data Science Immersive, Galvanize, April 2019

Bachelor of Science in Management Information Systems, Finance, Binghamton University

Certifications

Data Science Certification, IBM Data Science Apprenticeship, March 2020