

JAMES PETERS

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OBJECTIVE:

Combat-proven military veteran with a history of exceptional performance and leadership skills. Seeks a challenging role to leverage expertise in statistical analysis, data analysis, data visualization, and data management.

EDUCATION:

University of North Texas | Denton, Texas Expected December 2023
Master of Science | Advanced Data Analytics
Relevant Course Work: Data Analytics 1, Data Analytics 2, Deep learning with big data, Deployment of Advanced Analytics, Recurrent Neural Networks, Business Statistics.

University of Texas at Arlington | Arlington, Texas December 2016
Bachelor of Arts | Communication

TECHNICAL SKILLS:

Programming Languages: Python (Advanced) | R (Advanced) | SQL (Advanced)
Operating Systems: Windows | Linux | Google Cloud Platform (GCP) | Azure | AWS
Software: Microsoft Office Suite (Excel, Outlook, PowerPoint, Word)
Statistical Analysis: R (Advanced) | Python (Advanced) | Excel (Advanced)
Data Visualization: Excel (Advanced) | Tableau (Intermediate) | SAS Enterprise Miner (Intermediate) | Microsoft Power BI (Beginner)
Data Mining: R (Advanced) | Python (Advanced) | Excel (Advanced) | Microsoft Power BI (Beginner) | SAS Enterprise Miner (Intermediate) | Tableau
Deep Learning: TensorFlow and Keras

DATA ANALYTICS CAPSTONE PROJECT

Project Title: Enhancing Baggage Processes Using Data Analytics at American Airlines

Project Overview: The goal of this project was to apply analytics techniques to a dataset provided by American Airlines. The goal of this project was to uncover patterns, provide valuable insights, and create statistical and machine learning models to accurately predict baggage. The project also encompassed predicting arrival curves, and effectively applying data analytics to a “big data” problem. By leveraging skills learned used Tableau, Python, R, and SQL, to create insights and actionable recommendations and communicated those by way of a Final paper and Final presentation.

Project Tasks and Deliverables:

1. Data Collection and Preparation:
 - I gathered relevant “Big Data” from American Airlines' containing historical timeseries data with several variables, and over 1 million observations using SQL Queries.

- The data was cleaned and preprocessed using R and Python. The data then grouped in a meaningful and logical way for analysis.
- 2. Exploratory Data Analysis (EDA):
 - I created interactive visualizations in Tableau to explore historical trends, demand patterns, and limited customer insights.
 - I also identified critical factors that influenced the target variable, such as seasonality, market trends, and customer behavior.
- 3. Predictive Modeling:
 - I employed deep learning techniques in Python and regression analysis in R to build predictive models to forecast target variables, and demand over various periods.
 - These machine learning models were built, trained, and tested to provide the highest predictive analysis possible.
- 4. Documentation and Reporting:
 - I document the results and my analysis, methodologies, and findings in a comprehensive final project report and presentation.
 - I Provided recommendations for long-term planning and decision-making.

Skills Demonstrated:

- Tableau: Exploratory data analysis and visualizations to communicate insights.
- SQL: Data extraction, transformation, and querying from databases.
- Python and R: Data preparation, developing predictive models, optimization algorithms, and data analysis.
- Communication: Effectively communicating findings and strategies to a diverse audience.

Expected Outcomes:

- Uncover significant patterns within the dataset and provide valuable insights that could lead to more informed data-driven operational discussions.
- Build predictive models capable of forecasting the number of bags loaded onto future outbound flights with a high degree of accuracy.
- Develop arrival curves using statistical modeling for future outbound flight forecasting.

WORK EXPERIENCE:

Licensed Massage Therapist, Massage Envy Spas (December 2011- present)

- Delivered top-quality spa treatments and adhered to state procedures and sanitation standards.
- Successfully drove retail sales, reaching a minimum of 10% in upgrades.

Chief Executive Officer, Equilibrium Massage LLC (March 2017- January 2020)

- I Led day-to-day operations, overseeing marketing, sales, accounting, and training.
- Provided exceptional customer experiences, resulting in high satisfaction levels.
- Ensured strict adherence to treatment schedules and procedures.

Business Analyst I, JP Morgan Chase (July 2008 - September 2015)

- Assisted Project Controls in meeting aggressive SLAs for account reviews of foreclosed loans.
- Conducted monthly SQA of HAMP reporting and interpreted evolving financial culture.

- Monitored department email box and promptly responded to Loss Mitigation inquiries.
- I Assisted homeowners in curing delinquency rates for accounts in pre-foreclosure.
- Provided job coaching to new personnel and managed the department budget.
- I Analyzed homeowner's financials, offering personalized advice and assistance.
- I maintained comprehensive loan documentation to support effective account management.

Retail Fuel Manager/Supervisor, KBR – Scania, Iraq (June 2004 - April 2008)

- Directed day-to-day operations for 53 employees and utilized DMAIC principles.
- Conducted Safety and Quality training and managed the department budget.
- Managed Fuel Operations for 4 Camps concurrently, ensuring well-trained personnel.
- I effectively communicated with Senior Management and Army Liaisons.
- I oversaw training schedules and daily operations for 3 Retail Fuel Points.
- I managed over 50 personnel and 21 trucks.
- Planned work schedules for employees, adhering to Military Guidelines.
- I conducted Quality Surveillance tests on all fuel and equipment.
- I worked on a large fuel system, issuing, receiving, and storing petroleum products.
- I conducted API gravity and aqua-glo tests to ensure fuel quality.

MILITARY EXPERIENCE:

Fuel Handler, United States Army Reserves (1999 – 2002)

- Operated and maintained trucks and equipment, ensuring safe transportation of fuel.
- Complied with regulations and provided security to base camp.

Fuel Handler, U.S. Army – Germany and Bosnia (1995 – 1998), Fort Lee, VA (1992 – 1995)

- Supervised personnel, managed fuel operations, and conducted base security operations.
- Operated vehicles and equipment, conducted maintenance, and performed complex fuel system repairs.

References:

[Optional – I can provide references if required]