**Austin Hawkins**

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**SUMMARY**

**Experienced Data Science Professional** with 10 years of impact across

Fortune 500, federal government, and startup environments. Proven track record in creating and managing analytics for technology departments, uncovering actionable insights, enhancing data quality, and driving operational efficiency. Skilled in using data to inform executive decision-making and optimize processes for impactful outcomes.

* **Enthusiastic, adaptable, and open to new challenges and opportunities.**
* **Aiming for senior-level data science and analytics leadership roles to drive strategy through data insights and innovative AI solutions.**

**Technical Skills:**

* Python (Pandas, NumPy, SciPy, Matplotlib, Scikit-learn, TensorFlow) SQL, Alteryx, Data Modeling, Statistics
* Snowflake, Tableau, Microsoft Excel,
* Database Knowledge & Statistics

 **Soft Skills:**

* Executive Communication
* Cross-functional Relationship Management
* Problem Solving
* Time Management

**PROFESSIONAL EXPERIENCE**

***AT&T Consulting* | Remote *– Full Time Oct 2022 – Oct 2024***

**SENIOR REPORTING ENGINEER**

Reporting leader managing Data-Driven Insights and Report Optimization for Texas Department of Transportation (TxDot).

* **Streamlined Reporting Processes:** Transitioned and automated monthly reporting to Tableau, achieving significant improvements in reporting efficiency and accuracy for business and traffic reports to TxDot.
* **Tableau Infrastructure Management:** Managed Tableau infrastructure, including data ETL processes using **SQL Server, ServiceNow CMDB, SolarWinds**, and loading into **Snowflake** for advanced dashboarding and reporting.
* **User Training and Empowerment:** Conducted training sessions to empower users within the organization, teaching them how to create and modify worksheets and data visualizations in Tableau, enabling self-service reporting.
* **Traffic Forecasting with Machine Learning:** Leveraged **Python** and **time series forecasting** to predict network traffic, applying exploratory data analysis (EDA) to reduce congestion and improve network performance
* .**Improved Team Visibility:** Collaborated with cross-functional teams to understand business requirements needs, pain points, etc. and translated them into impactful **advanced Tableau dashboards**, providing actionable insights to stakeholders for better decision-making.

***Walmart Corporate* | Remote *– Contract Oct 2021 – Oct 2022***

**ANALYTICS CONSULTANT**

**Leveraging analytics to execute inventory, replenishment, and business strategies for Walmart client.**

* **Inventory Analytics & Optimization**: Utilized client data analytics, advanced Excel functions (pivot tables, IF-match, custom calculations), and Big Query SQL to monitor distribution center inventory, proactively identifying and resolving fill rate issues while uncovering business opportunities.
* **Demand Management Collaboration**: Partnered with the demand management team to align inventory system controls, including min/max levels and safety stock, ensuring optimal inventory performance. **Dashboard & Reporting Development**: Developed impactful dashboards and ad hoc reports using Big Query SQL and Essbase data, delivering insights to improve business strategies.
* **Cross-Departmental Analytics Support**: Provided analytics support across multiple departments, enhancing decision-making through data-driven insights.

***Johnson & Johnson* | Remote *– Contract Jul 2021 - Oct 2021***

**ANALYTICS CONSULTANT**

**Developed process and full stack analytics solution for Johnson and Johnson client.**

* **Data Extraction Process Development**: Collaborated with Komodo vendor and Johnson & Johnson to design a repeatable data extraction process from the Komodo database using **Snowflake**, streamlining data workflows.
* **ETL and Data Blending**: Managed end-to-end **ETL** processes, extracting and transforming data in SQL, blending it with Johnson & Johnson healthcare data in Alteryx, and ensuring data integrity through error tables.
* **Data Visualization & Business Insights:** Conducted analysis and developed visualizations in Tableau for the ASC Sales Team, delivering actionable business insights that supported strategic decision-making.

***SunTrust (now Truist)* | Atlanta, GA *– Full Time May 2019 – May 2021***

**ANALYTICS CONSULTANT**

Developed and implemented full stack analytics solutions in Cybersecurity Data Intelligence Organization.

* **Implemented API integration and Security Solution Analysis:** Utilized Python to integrate Shape Security solution via API, followed by a comprehensive analysis to compare its effectiveness against existing security framework, enhancing decision-making on security solutions at SunTrust.
* **Data Modeling & Predictive Analytics:** Engineered descriptive, diagnostic, prescriptive, and predictive insights by modeling datasets using Excel, Tableau, Splunk, and Microsoft SQL Server, supporting domain-specific analytics initiatives.
* **Executive Reporting & Metrics:** Collaborated with leadership across service domains to deliver high-level executive metrics, insights, and monitoring for monthly CIO and CISO Operations Meetings, enabling data-informed strategic decisions.
* **Custom SharePoint Solutions:** Designed and implemented custom SharePoint sites, workflows, and Business Intelligence dashboards, leveraging Nintex workflows to streamline operations and enhance data accessibility.
* **Data Documentation & Governance:** Supported data governance by creating and maintaining a comprehensive data dictionary and documenting processes within the CSO Metric Library using Excel and Visio.

***Mercedes-Benz USA* | Atlanta, GA *-Contract Oct 2018 – April 2019***

**OPERATIONS DATA ANALYST**

Collaborated with Fleet Management Vans organization to help maximize efficiency of business data reporting for Amazon client.

* **Data Analytics Tool Development**: Developed a comprehensive data analytics tool to collect, store, analyze, and report on key metrics in fleet management for Amazon Prime, enhancing data accessibility and reporting accuracy.
* **Quality Assurance & Cost Reduction**: Conducted quality assurance on pre-sales vans, correcting order codes for 982 vehicles, which significantly reduced external failure costs. **Performed Van Quality Assurance on Pre-Sales Vans, correcting order codes for 982 Vans significantly reducing external failure costs.**
* **After-Sales Insights**: Managed and reported after-sales data findings to identify service improvement opportunities, supporting enhanced customer satisfaction and operational efficiency.
* **Vendor & Operational Support**: Provided vendor support by handling ad hoc requests, including creating new Ship-To Codes and updating shipping information for carrier transportation, ensuring seamless logistics operations.

***The Coca-Cola Company* | Atlanta, GA *-Contract September 2017 – March 2018***

**DATA, REPORTING & BUSINESS INTELLIGENCE ANALYST**

Led the analytics system for the My Workplace Technology team, designing and implementing processes to manage and optimize technology services and assessing their organizational impact.

* **BI Dashboard & KPI Management**: Developed and re-engineered Business Intelligence dashboards, data visualizations, and KPIs in **SQL** and **Tableau** to support executive management’s strategic change initiatives.
* **Cost Savings & Impact Analysis:** Conducted qualitative and quantitative analysis on cooling technology implementation, **delivering insights that led to**

**$1.4 million in cost avoidance through informed decision-making.**

* **Cross-Functional Collaboration**: Worked closely with Workplace Strategy and Building Management teams to create analytics solutions aligned with organizational objectives, ensuring data-driven support for strategic goals.
* **Performance Optimization**: Applied a **Balanced Scorecard** approach to identify
* departmental performance opportunities, aligning goals with broader organizational objectives.

***Department of Homeland Security* | San Francisco, CA*-Full Time Sept 2015 – Sept 2017***

**SENIOR MANAGEMENT ANALYST**

Established and managed high-impact data analysis and management consulting process improvements for Region 9 DHS-FPS Department. Researched and analyzed departmental, programmatic practices, and procedures to improve client product.

* Performed data, technical writing modifications, and quality assurance (QA) on Facility Security Assessments prior to approval and presentation to **485 government tenants** and DHS headquarters in Washington, DC.
* **Delivered measurable results—22% increase in FSA Quality Scores for Region 9 to 100%** by year end by creating metrics, documentation, and KPIs to measure operational effectiveness. Region was **Top 3 in nation** for performance, quality and completion rate for the DHS-FSA program.
* Prepared and provided monthly and quarterly status reports to document the findings of regional/local QA reviews, inventory, and crime statistics by creating and maintaining MS Access database using SQL and Excel. Tracked, monitored, provided Regional SharePoint updates as needed.
* Provided recommendations to Regional Director/Management on training for regional FSAs based on observations and data for operational improvement using MS PowerPoint presentations, Visio flow charts, and during meetings.

***Automatic Data Processing-Infrastructure & Operations* | Atlanta, GA*-Full Time***

 ***Mar 2012 – Mar 2015***

**DATA ANALYST**

Streamlined Data Center Site Management Analytics working cross-functionally with business units, R&D using ITIL Service Now continuous infrastructure process improvement best practices, SQL, Advanced Excel functions and acquiring, cleaning, formatting data from multiple sources.

* Engineered Business Intelligence Dashboards, KPIs, and Metrics to support Executive Management’s vision for infrastructure change efforts.
* Created Continual Service Improvement Process OS Installation Workflow, improved process workflow throughput by **40% (Lowering operating costs, increasing response time, faster provisioning).**
* Trained Global off-shore team on managing Continual Service Improvement Processes.
* Assisted in cost-allocation, forecasting, demand, and capital reporting for FY’15 budget planning for **$30 million in Data Center Assets** for Executive-level leadership.

**Education**

*Florida Institute of Technology, Melbourne, FL*

**Master of Business Administration, Information Technology Management**

*Georgia Southern University, Statesboro, GA*

**Bachelor of Business Administration, Management Information Systems**

*San Francisco, CA*

**Open Data Science Conference 5 Week Artificial Intelligence Bootcamp**

**General Assembly Data Science/Machine Learning Bootcamp**

**Additional Activities**

DataCamp.com, Data Science with Python

Microsoft-Querying data with Transact-SQL

General Assembly San Francisco Tableau Desktop Workshop

General Assembly San Francisco Advanced SQL Workshop

Tableau Desktop I and II: Accelerated

Tableau Desktop Certified Associate

ITIL Foundation V4 Certified