

JOHN GRINSTEAD

DATA SCIENTIST

As an experienced customer service representative, I developed keen skills in observation, understanding, and researching unfamiliar viewpoints and situations. Recently, I have made the choice to switch to a career in data science where I hope to grow as a professional and be given the opportunity to make an impact in my community.

CONTACT INFO

Mobile: 210 - 608 - 2904
john.allen.grinstead@gmail.com
github.com/johngrinstead
linkedin.com/in/john-grinstead

TECHNICAL SKILLS

- SQL
- Python
- Github
- Pandas
- Numpy
- Matplotlib
- Seaborn
- Jupyter Lab
- Data Storytelling
- Machine Learning
- Tableau
- NLP

WORK EXPERIENCE

Charter Communications - Serviceability Specialist

2019 - 2020

Assisted sales staff by researching addresses to verify the location was in the service area. Coordinated with sales team to ensure information was accurate. Set up appointments for technicians to survey a potential customer's home to ensure serviceability of address.

IBEX - Technical Support

2017-2019

Provided assistance for customers experiencing issues or difficulties with the client's devices and/or software. Researched issues to ensure whether an issue was ongoing or isolated to the customer. Documented reported issues and scheduled appointments for technicians to examine the device for defects or flaws.

PROJECTS

311 Response Times - Classification

June 2021

Along with a team, we utilized data acquired from the City of San Antonio in regards to their records of 311 calls. Our goal was to determine the driving features behind response time to hone in on areas the city could improve upon in order to better serve it's citizens. Ultimately making a classification model that will help predict response times to more accurately gauge how long a task will take for non emergency issues.

Video Game Critic Score Prediction - Regression/Clustering

May 2021

Utilizing data sourced from Kaggle regarding video games released in the last 50 years that have all sold over 100,000 I went through the entire data science pipeline to prepare and explore the data and set up predictive models. Using clusters as well as features chosen by feature engineering I created a polynomial regression model to predict critic score.

Zillow Modeling Project - Clustering/Regression

April 2021

Along with my partner we worked to determine drivers of logerror in homes in the Southern California market by using clustering models to make new features that may uncover drivers not necessarily listed in the original dataframe. Utilizing these new features the goal is then to make regression models capable of predicting logerror.

Zillow Regression Project - Regression

March 2021

Worked towards determining drivers of tax value of homes in the Southern California Market sold during the months of May-August 2017 and create a regression model that can predict tax value more accurately than a baseline model.

Telco Classification Project - Classification

February 2021

Worked towards determining drivers of churn using the telco dataset, then utilizing those drivers to make predictive models that could accurately predict churn rates of telco customers. Then the drivers were analyzed to come up with recommendations that would resolve churn rates among most at risk customers to ensure continued service.