

Joshua D. Mayes

Data Scientist

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PROFESSIONAL SUMMARY

Highly adaptive and versatile IT professional with over 10 years of experience in solving business problems, particularly in the ITSM and ITOM domains. Proficient in Data Science practices and tools that generate value through the creation of metrics dashboards, implementation of predictive maintenance strategies, and the automation of business processes. Possesses strong organizational, communication, and interpersonal skills to identify and make decisions based on business cases and needs. Actively seeks ways to improve business processes and procedures.

DATA SCIENCE PROJECTS

PREDICTING WINE QUALITY

September 2022 - October 2022

This project uses a wine's physicochemical measurements to predict a 1-10 quality score. The goal was to provide value to wine manufacturers and consumers by identifying how certain chemical concentrations influence the average quality of a wine and creating a machine learning model that predicts a wine's quality score.

Our best model predicted a wine's quality within 0.7 quality points on average. Our analysis also identified unique "flavor profiles" of wines which revealed a bias in the dataset towards strong (high %ABV) and dry (low sweetness) wines.

GITHUB REPOSITORY NATURAL LANGUAGE CLASSIFICATION

October 2022 - October 2022

This project is designed to demonstrate how Natural Language Processing (NLP) techniques can be applied to traditional Machine Learning problems like classification. We gathered 1000 of the most forked GitHub repositories and attempted to predict which programming language was most used in the repository by using only the repository's README file.

The best model was able to correctly guess correctly on 58% of the repositories, resulting in a 115% improvement in accuracy compared to the baseline of guessing the most common language for every repository.

EDUCATION

CODEUP DATA SCIENCE BOOTCAMP

May 2022 – October 2022

DATA SCIENCE STUDENT

Fully-immersive, project-based 20-week career accelerator that provided me with 670+ hours of expert instruction in applied data science. Developed expertise across the full pipeline (planning, acquisition, preparation, exploration, modeling, storytelling), and became comfortable using real, messy data to deliver insights to diverse stakeholders.

Led diverse teams in developing strategies for coordination, collaboration, and adhering to fast-paced deadlines. I also assisted instructors by serving as an alternative and reliable source for help with classroom assignments covering Applied Statistics, Classification, Clustering, Anomaly Detection, Natural Language Processing, and Storytelling with Data.

EXPERIENCE

RETAIL DATA, LLC.

June 2015 – July 2020

INFRASTRUCTURE ENGINEER

I played a critical role for the IT team at Retail Data, which consisted of 6-10 infrastructure team members and 30-50 development team members. The company had experienced rapid growth, going from under 200 employees to over 2,000 in a single year creating a need for enterprise level processes and tools, which I helped advocate for and implement. I identified and remediated critical issues in areas such as disaster recovery, information security, financial waste, and process unsustainability. I also made significant contributions by designing, developing, and implementing several key business processes using ServiceNow including Incident Management, Asset Management, Asset Recovery, and a self-service portal.

LOGISTICS 2020, INC.

July 2011 – Feb 2015

SYSTEMS ADMINISTRATOR

When Logistics 2020 lost their previous Systems Administrator, they had unfortunately lost most of the documentation and credentials necessary for administrating the network. With the help of a mentor, I was able to determine what devices and services needed to be managed, build a knowledge base of every device and its configuration, and implement disaster recovery methods to ensure that the documentation would not be lost again. I also made significant improvements to the IT operations by deploying monitoring and automation tools, which reduced the number of help-desk requests from an average of 3-4 per day to less than 5 per month. Additionally, I led a migration from locally hosted services to cloud-based solutions, resulting in a reduction of yearly IT spending by approximately 90%, from around \$30,000 to around \$3,000.

US ARMY

June 2007 - June 2011

25C ENLISTED

As a soldier in the US Army I worked with some of the best men and women this country has to offer. The mission-first mentality that was ingrained in me during my time in the military continues to shape my approach to work and life. I made a significant impact to my unit by creating a trouble ticket system that eliminated lost or overlooked tickets. The new system reduced the wait time for completion of tickets from an average of 1 to 2 weeks to just 3 or 4 days.

SOFTWARE EXPERIENCE

Software Dev / Data Science:

Python - SQL - Tableau - Power BI - Data Storytelling - Data Visualization - Machine Learning - Natural Language Processing - Stable Diffusion - HTML - CSS - Javascript

IT Service Management:

AGILE - ITIL - SCRUM - ServiceNow - Spiceworks - JIRA - JIRA Cloud - Active Directory - Group Policy - Windows Deployment Server - PDQ Deploy - PDQ Inventory - VMware - Windows Server - Linux - DHCP - Network Booting - MS Exchange - Moodle - Nagios - SharePoint - TeamViewer - Azure - Google Workplace

CERTIFICATIONS

Codeup Certificate of Completion (Data Science)

ITIL v4 Foundation

ServiceNow Certified Systems Administrator

Microsoft Certified Technology Specialist (MCTS)

Comptia A+