

JINHYUNG KIM

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EDUCATION

The University of Texas at Austin	Data Analytics and Big Data Program Focus Areas : Python, R	August 2019
	Bachelor of Science, Human Biology <i>Focus: Pathology and Immunity</i>	May 2015

EXPERIENCE

Mitratech Holdings Inc. – <i>Client Support Engineer, Austin, TX</i>	Nov. 2015 – Sep. 2019
<ul style="list-style-type: none">• Supported software by managing client accounts and responding to client requests• Detected defects and bugs in the software and reported it to the development team• Instructed clients and team members thoroughly regarding software usage• Resolved user errors in LEDES file invoices in XML and .txt format• Assisted clients and users via email, phone, and WebEx• Worked with Salesforce as a case ticketing system	

PROJECTS

Alert! Analytics Project – *Big Data Analysis in R*

- Obtained data for analysis from AWS employing EC2, EMR, and S3 compiled by Common Crawl
- Developed models to predict customer sentiment (Random Forest, k-Nearest Neighbor, SVM, etc.)
- Developed a pipeline in R after selecting a data science process
- Constructed a final report outlining my findings and insights from the data analysis

Credit One Project – *Machine Learning and Data Analysis in Python*

- Built a predictive model to identify customers that are at-risk of defaulting on loans
- Optimized models by adjusting and testing classifier parameters (Numpy, Pandas, Sci-kit, Matplotlib)
- Performed Exploratory Data Analysis and created data visualizations
- Supervised learning and Classification problem

Blackwell Electronics – *Data Analysis in R*

- Predicted brand preference for a mock electronics company using classification models
- Make sales volume predictions and recommend new product lineup using Multiple Regression
- Performed market basket analysis using an unsupervised learner to discover associations between products
- Presented final findings catered to a non-technical audience

Certifications

Databases and SQL for Data Science by IBM on Coursera
Google Analytics for Beginners Certificate by Google

Skills

Technical Skills: Python, R, SQL, Microsoft Excel, HTML, CSS, JavaScript

Tools: Git, GitHub, Salesforce, MindTouch

Languages: Fluent English, Conversational Korean

Interests: Marathons, Video Editing, Photography