

# Hideo Araki

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## Profile

- Data science leader with over 10 years in IT spearheading data initiatives for multibillion-dollar corporations and high-growth startups. Known for building high-performing teams, developing production-grade ML solutions, and translating abstract data into actionable business strategy.

## Education

- Master of Science (M.S.) in Data Science | University of Tennessee, Knoxville, TN | June 2016
- Bachelor of Science (B.S.) in Computer Science | University of Tennessee, Knoxville, TN | May 2012

## Certifications

- Certified TensorFlow Developer, TensorFlow, 2018
- Certified Cloudera Data Scientist, Cloudera, 2017
- Advanced Analytics Professional, Statistical Analysis Software Institute, 2015

## Key Skills

- Apache Spark, Cloudera, Docker, EC2, Jira, S3, SageMaker, sci-kit-learn, SAS, Tableau
- C++, Java, Python, R, Scala, SQL
- Engaging stakeholder communication
- Geospatial analysis and infrastructure planning
- Mentorship and junior staff development
- Predictive analytics for subscriber behavior

## Professional Experience

### **SENIOR DATA SCIENTIST | COX COMMUNICATIONS, NASHVILLE, TN | NOVEMBER 2019 – PRESENT**

- Oversee data science initiatives for a \$20 billion telecommunications company
- Mentor a team of six junior data scientists and offer professional developmental support
- Present quarterly business reviews to executive leadership, translating insights on subscriber behavior, network performance, and marketing effectiveness
- Improved CSAT scores by 15% and reduced average handling times by 45 seconds with the development of a deep learning model for Cox's customer support chatbot
- Developed Markov chain model assessing 12 touchpoints and optimizing \$50 million quarterly marketing spend

### **DATA SCIENTIST | DATA CLOUD SOLUTIONS, REMOTE | MAY 2016 – OCTOBER 2019**

- Delivered end-to-end solutions for more than 20 clients across telecommunications, technology, and retail industries
- Created NLP model for sentiment analysis of over 1 million monthly social media mentions for real-time brand insights and crisis detection
- Increased gross margins by 12% (\$3.6 million) for an e-commerce client with the implementation of a reinforcement learning model for pricing optimization
- Led four annual data science workshops and hackathons for a 50-person team of analysts, engineers, and scientists