

# Steven Lio

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## Summary

Results-driven professional with 6+ years of experience engineering solutions for machine learning and data analytics. Developing tools to extract actionable insights, supports cross-functional teams in strategic decision-making.

## Education

<b>University of British Columbia</b>	Vancouver, BC
M.S. in Data Science	Sep, 2021 - Aug, 2022
<b>McMaster University</b>	Hamilton, ON
Honors B.Sc. in Mathematics and Statistics Co-op	Sep, 2011 - Jun, 2016

## Experience

<b>Data Scientist</b>	Sep, 2022 - Jun, 2024
Blueprint Software System	Toronto, ON
<ul style="list-style-type: none"><li>Optimized algorithm for converting Robotics Process Automation (RPA), achieving an over 95% conversion rate through the application of machine learning techniques similar to Transformer Model</li><li>Prototyped intelligent Recommender System for improving efficiency in customer's RPA processes in Python</li><li>Increased conversion capability on major RPA platforms fourfold and optimized the operational workflow</li><li>Developed tailored backend solutions using .NET framework and C# within an Agile environment</li><li>Refined SQL queries, stored procedures and data storage architecture for scalability and robustness</li><li>Identifying and engineered KPI and produced real-time performance reports that supported CTO in strategic decision-making, highlighting opportunities to improve efficiencies in application development</li></ul>	
<b>Quality Assurance Business Analyst</b>	Apr, 2021 - Aug, 2022
Blueprint Software System	Toronto, ON
<ul style="list-style-type: none"><li>Developed data integration processes and constructed probability models for evaluating data quality</li><li>Designed streamlined data ETL pipeline and feature engineering process to consolidate usage data effectively</li><li>Created testing and validation SQL scripts to analyze the performance of RPA processes conversion</li></ul>	
<b>Data Scientist</b>	Jan, 2020 - Dec, 2020
Bell Mobility	Mississauga, ON
<ul style="list-style-type: none"><li>Implemented multivariate data models to predict customer lifetime value and devised effective marketing campaign strategies to identify high-value market segments and enhancing customer acquisition quality</li><li>Developed multi-class classification models for churn prediction and enriched competitor analysis in Python</li><li>Boosted customer analytics by tripling available customer attributes through engineered features and ML models</li><li>Engineered a scalable process for aggregating Calling Detail Records and created customer features in MS SQL</li><li>Analyzed sales and spatial data to estimate market size and revenue, and proposed optimal sales channel strategies</li></ul>	
<b>Market Insight Analyst</b>	Aug, 2017 - Dec, 2019
Bell Mobility	Mississauga, ON
<ul style="list-style-type: none"><li>Provided actionable insights to drive strategic business decisions for marketing, sales, and product teams</li><li>Created compelling storytelling dashboards using real-time data to deliver comprehensive summaries</li><li>Leveraged customer activity and transaction data to highlight marketing focus to improve campaign efficiency</li><li>Analyzed promotional response, assessed product category elasticity to identify cross-selling opportunities</li></ul>	
<b>Data QA Analyst</b>	May, 2016 - Apr, 2017
Environment Canada	Burlington, ON
<ul style="list-style-type: none"><li>Designed data QA process and digitized 40+ years of Canadian Great Lakes freshwater quality data</li><li>Collaborated with project leaders and database managers to implement QA procedures in production</li><li>Identified anomalies and missing data patterns using statistical inference in R to maintain data integrity</li><li>Assisted project leaders to identify suitable benchmarks for developing data quality guidelines</li></ul>	

## Skills

**Programming Languages:** 🐍 Python, 📊 R, 📄 C#, 🗃️ SQL, 📈 SAS, 🌐 HTML/ 🎨 CSS, VB.Net, 📜 Javascript

**Machine Learning Libraries:** PyTorch, Tensorflow/Keras, scikit-learn, OpenCV, SciPy, pandas, numpy, ONNX, Transformers, Dash, Shiny, matplotlib, ggplot, Plotly, Vega-Altair

**Tools and Frameworks:** Microstrategy, Tableau, PowerBI, MS SQL Server, ArcGIS, Git, .Net, Jenkins, Docker, PowerShell, Bash, L<sup>A</sup>T<sub>E</sub>X