Joe Bui

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dsjoebui.github.io/Portfolio

Professional Experience

Senior Workforce Management Analyst | Docebo   *Oct. 2023 – Present*

- Forecasted customer intake volume using SARIMA, XGBoost, and Prophet models and performed arrival pattern analyses to determine staffing requirements up to a year in advance with 87% accuracy
- Built dynamic reports using Python and Excel to track and monitor key support metrics, including cost per support ticket, support average handle time, and agent utilization
- Improved support operation workflows by migrating Docebo Support's telephony system, facilitating support data governance, and implementing Zendesk AI solutions
- Automated manual workforce management tasks with Python, reducing operational workload and saving up to 20 hours per week

Technical Support Analyst | Docebo   *Aug. 2022 – Oct. 2023*

- Provided technical support for the Docebo Learning management system, including APIs, tech stack integrations, SSO, webhooks, SFTP and HTML
- Ranked among the top 5 analysts within my first quarter by exceeding KPIs with a 119% overall attainment

Faculty Teaching Assistant | Data Science | Eastern University   *Mar. 2022 – Oct. 2022*

- Mentored over 60 students for the applied machine learning course, evaluating and providing guidance on their capstone machine learning projects specifically in technical data analysis, project execution, and time management

Co-Founder | Cultured (Start-up) | University of Waterloo, Velocity   *Jan. 2017 – Mar. 2018*

- *2nd Place Winner for Velocity Problem Pitch Competition W18:* Awarded $2500 by pitching the problem of irreproducibility in academic research, revolving the history, scope and impact at an industrial level
- *1st Place Winner for St. Paul's Big Ideas Challenge S17*: Awarded $3000 and invited to the social entrepreneurship incubator, St. Paul's Greenhouse Fellows, by presenting the idea of sustainably synthesizing lab grown meat to replace the expensive costs of raising livestock

Projects

Scientific Journal Search Application | Portfolio

- Deployed a Plotly Dash Application on the Google Cloud Platform to search for a database of web scraped scientific journal articles plotted and filtered by keyword similarity search for literature review

Predicting Appliance Energy Usage | Portfolio

- Applied time-series regression models to predict future appliance energy usage within an eco-energy building based on environmental and ambient data
- Performed time-series data cleaning, exploratory data analyses and feature engineering using Python

Education

Master's in Data Science | Eastern University (GPA: 4.0)   *Jan. 2021 – Nov. 2021*
Bachelor's in Biochemistry | University of Waterloo (GPA: 3.7)   *Sep. 2016 – Apr. 2020*

Technical Skills

Python, R, SQL, Excel, Tableau, Pandas, NumPy, Sklearn, Matplotlib, Seaborn, Plotly, Web Scraping, Time series, Regression, Classification, Clustering, NLP, Tensorflow, Keras, Git, Github, AWS, Heroku, Google Cloud