

Przemyslaw Zientala

pzientala3@gatech.edu | [linkedin.com/in/pzientala](https://www.linkedin.com/in/pzientala) | github.com/slazien

EXPERIENCE

Intuit Mailchimp

Atlanta, GA

Data Science Intern

May 2022 – Dec 2022 (offered an extension)

- Built and published an internal Python module - scalable recommendation system for knowledge base articles for **100,000+ users**, able to serve 3k user requests per second using an approximate nearest neighbors approach
- Wrote complex **SQL queries** to engineer features for an **LSTM model** and incorporated them into data pipeline
- Presented the recommender system to cross-functional teams, receiving significant interest in productionizing it

NCR

Atlanta, GA

Student Consultant (Business Analytics Practicum)

January 2022 – May 2022

- Identified support ticket resolution process bottlenecks using **topic modeling (LDA)** and survival regression. Provided recommendations about process optimization and data governance. Presented at HQ upon CIO's request

Datadog

Paris, France

Senior Solutions Engineer (observability, analytics, and insight into companies' cloud infrastructure)

May 2019 – July 2021

- Built and **productionized part of the Root Cause Analysis product** while working with the Data Science team
- Helped with troubleshooting during POC studies and tailored product demos, closing 15+ deals up to \$100,000 ARR
- **Top-10% performance** based on customer satisfaction. Drove 15+ C/VP-level troubleshooting cases to swift resolution, including last-minute escalation calls
- Mentored new engineers, contributing to their career growth and promotions, and led 30+ troubleshooting calls

Perfect Dashboard

Warsaw, Poland

Machine Learning Consultant (automating WordPress site maintenance)

February 2019 – April 2019

- **Improved performance** of a model for classifying WordPress websites condition after plugin updates (working/broken) **by 10%**, contributing to passing technical due diligence for a successful acquisition
- Coordinated data annotation process, **improving the labeling accuracy** of a 10-person team **by 10%**

Researchably

Southampton, United Kingdom / Berkeley, CA

Co-founder (automating biomedical literature review via Natural Language Processing)

January 2017 – January 2019

- Participated in SkyDeck, UC Berkeley's startup incubator, with **\$100,000 funding (< 5% acceptance rate)**
- Built a machine learning platform used by Sanofi (**\$20,000 deal**) for information extraction from research papers
- Deployed and optimized an **active learning support vector machine** model by using a secondary model for hyperparameter tuning, **improving the accuracy by 50%**. This was used for optimizing search engine results
- Co-authored biomedical data annotation guidelines, **increasing annotation quality by 20%**

PROJECTS

- **Startup (in progress)** – in partnership and guidance from Atlanta's Department of Transportation, [co-developed a tool](#) to assess access equity to important points of interest (e.g. hospitals, grocery stores). In process of commercialization
- **Cox Communications (competition; 1st place among 17 teams)** – Using graph analysis, wavelet decomposition, and clustering, designed a signal impairment detection algorithm

EDUCATION

Georgia Institute of Technology

Atlanta, GA

MS in Analytics/Data Science (Computational Data Analytics track)

August 2021 – December 2022

University of Southampton

Southampton, United Kingdom

BSc Geography, 3.89/4.0 (equivalent); Dean's List (3/3 years)

September 2014 – June 2017

[BSc thesis](#) - used classifiers (Random Forests, Support Vector Machines) to predict locations of unmapped water sources based on geological predictors

SKILLS

- Languages, tools: Python (matplotlib, plotly, pandas, numpy, scikit-learn), R, SQL, Bash/zsh shell, Git, Java/Kotlin, Docker, AWS/Azure/GCP, Datadog, D3.js
- Techniques: data visualization, web scraping, regression, variable/model selection, supervised/unsupervised learning, natural language processing, deep learning (TensorFlow, Keras, PyTorch), recommender systems