

Kamri Williams

Data Scientist · ML Engineer · Analytics Engineer
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SUMMARY

Data scientist with 5+ years in fintech and analytics, specializing in machine learning, NLP, and predictive modeling. Bridges production-level engineering with data science — fluent in Python, SQL, and end-to-end ML pipelines. Pursuing M.S. in Data Science. Focused on building models that drive real decisions.

SKILLS

ML / AI	scikit-learn · KMeans · Random Forest · Logistic Regression · TF-IDF · NLP · Feature Engineering
Languages	Python (Pandas, NumPy, Seaborn, Matplotlib) · SQL
Data Engineering	Snowflake · ETL · Data Validation · API Integration

PROJECTS

AI Personas for Moms — NLP & Behavioral Segmentation | kamriwilliams.com/projects

- ▶ Collected original dataset of 52 survey responses; built end-to-end Machine Learning pipeline (TF-IDF → KMeans → Random Forest) achieving 55% accuracy across 8 classes — 4× better than random baseline.
- ▶ Identified 8 behavioral AI-user personas; top persona (Routine Queen) reached F1=0.86. Results inform nonprofit product design for Melanated Mamas Golden Crescent.

Heart Disease Prediction — Binary Classification | kamriwilliams.com/projects

- ▶ Logistic regression & KNN classifiers on patient health data; full EDA, preprocessing, and confusion matrix evaluation with business-framed interpretation of trade-offs.

EXPERIENCE

Q2 Software — Application Support Engineer, Squad Lead	2022 – Present
▶ Investigate complex production issues across 300+ financial institutions using SQL, log analysis, and data validation to identify root causes in high-availability systems. ▶ Write SQL queries to investigate client-specific reporting and auditing databases for production issue resolution ▶ Acted as the primary go-to resource for 4 junior support agents, troubleshooting complex tickets and accelerating their time-to-resolution. ▶ Leveraged data and performance metrics to prioritize work queues, optimize resource allocation, and improve operational efficiency. ▶ Collaborated across teams to streamline workflows, enhance knowledge sharing, and drive process automation opportunities. ▶ Mentored junior agents on best practices, quality standards, and structures decision-making processes.	
Wipro — Project Engineer — Meta Reality Labs & Messenger	2021 – 2022
▶ Analyzed logs, defects, and code behavior to surface failure trends; optimized testing schedules across 20+ QA agents via workload analysis. ▶ Worked alongside VP stakeholders to ensure product quality and alignment across delivery milestones ▶ Tracked test projects for virtual assistant program pre-production, monitoring progress and surfacing blockers ahead of launch ▶ Supported NLP-powered conversational systems through testing, debugging, log analysis, and production issue investigation to improve model reliability and user experience	
Cap Metro — IT Service Desk Analyst	2019 – 2021
▶ Converted 100% of onsite employees to remote work, coordinating hardware, access, and continuity across the full organization ▶ Troubleshoot Level 1 & 2 hardware and software problems, resolving end-user issues across a distributed workforce ▶ Tracked recurring incident trends to strengthen operational reporting and reduce resolution time	

EDUCATION & CERTIFICATIONS

Western Governors University — M.S. Data Science (In Progress) · B.S. Data Management & Analytics
Udacity — Data Analysis Nanodegree
Austin Community College — A.A.S. Network Administration · A.A.S. Security Administration
CompTIA A+ · CompTIA Network+ · CompTIA Project+