

Erick X Lopez

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WORK EXPERIENCE

Teleperformance

Feb. 2022 - Dec. 2024

Data Analyst I

Stuart, FL

- Business Intelligence:
 - Led statistical evaluation of call center initiatives—applied hypothesis testing to quantify ROI on process changes—while optimizing business operations through impact measurement of key initiatives:
 - Redesigned intelligent call routing logic, significantly reducing transfer rates.
 - Refined agent scripting based on customer intent analysis, improving CSAT by 22%
 - Restructured shift schedules using Erlang C modeling, increasing agent occupancy by 15%
 - Communicated data findings and KPIs through visualizations and non-technical briefings.
- Marketing Campaigns and Data-Driven Decisions:
 - Designed interactive Tableau dashboards with drill-down segmentation analytics to identify underperforming marketing campaigns, enabling data-driven optimization that:
 - Increased lead conversion by 12%
 - Reduced cost-per-acquisition (CPA) by 18%
 - Reallocated \$85k to high-ROI initiatives, boosting overall marketing efficiency.

United Parcel Service

Sept. 2021 – Present

Shipping and Receiving Organizer

Stuart, FL

- Collaborate with a diverse team to efficiently meet daily operational goals.

US Agricultural Research Service

May 2017 – Aug. 2017

Data Science Intern

Fort Pierce, FL

- Benchmarked numerous machine learning (ML) models on genomic data; XGBoost achieved top performance.
- Feature Selection, Feature Engineering and Dimensionality Reduction:
 - Engineered predictive features using domain-specific transformations, reducing ML training time.
 - Applied Lasso-base stability selection to identify robust biomarkers from 50k+ genomic features, reducing feature set by 70%+ with preserved explained variance.
 - Engineered penalized regression pipelines to handle severe multicollinearity in gene expression data.

EDUCATION

Florida State University

May 2018

BS Biology, Statistics minor

Tallahassee, FL

SKILLS

Business Intelligence & Data Analytics: •Predictive Modeling •Hypothesis Testing •Statistical Modeling •Bayesian Statistics •Tableau (Dashboarding) •Data Wrangling •Excel •Pandas •Numpy •Data Visualizations (Matplotlib, Seaborn)

Data Engineering & Infrastructure: •Data Pipelines •Databases •SQL •Relational Database Management System (RDBMS) •Schemas Design •Software Architecture Patterns •Python Programming

Deep Learning & Artificial Intelligence: •Scikit-learn •Tensorflow •Pytorch

Cloud Computing & DevOps: •AWS •Docker (Containerization) •Nginx (Reverse Proxy, Load Balancing) •Celery (Task Queue) •Redis (Caching) •Bash Scripting (Workflow Automation)

Web & Backend Development: •Full Stack Development (Django, Flask) •Uvicorn (ASGI) •Restful APIs

Foundational Knowledge: •Computer Science