Benjamin Holland

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WORK EXPERIENCE

Lucidworks, Seattle, Washington
Technology company with 250+ employees serving large enterprise and government organizations search

Search Engineer August 2022 – Present

- Provide guidance and advisory on search and discovery to leaders at Fortune 1000 and Government agencies. Frequently serve as a Data Science SME, consulting on best practices for A/B testing, kNN search, clustering, classification, Generative AI model integrations, and practical usage of other data science methodologies.
- Perform Exploratory Data Analysis using Python (pandas, numpy) to clean data, identify implicit & explicit feedback of user behavior, and create additional features. Use Python, Spark and SQL to create training datasets from user queries and document/product catalogs to train machine learning models.
- Utilize Docker to package open-source and supervised text embeddings models to generate document and query vectors, increasing MRR and Recall by 10-40+%.
- Perform ad-hoc data analysis for E-commerce clients before and after Black Friday/Cyber Monday Holiday to measure YoY changes, trends, and identify additional improvements.
- Audited Professional Services SOW and RFP processes, automating SOW discovery and writing process, resulting in improved SOW writing turnaround times, reduced cost overruns and enhanced oversight of challenging deliverables. Facilitated a transition from siloed operations to a cohesive, integrated approach. Since taking responsibility, have scoped and authored $10M+ in contracts.
- Assisted in implementing go-to-market strategy for AI platform and establishing Beta program to test feature functionality with strategic clients.

2x Fortune 500 Company (NDA), Remote
Data Science Intern (Capstone Project) January 2022 – May 2022

- Completed analytics project for two companies to provide insights into employee churn and product quality assurance.
- Performed data cleaning, exploratory data analysis, machine learning model implementation within a group of five.
- Using predictive analytics and economic impact models, presented cost-saving agendas to both technical and non-technical representatives from each company.

Truckee-Donner Public Utility District, Truckee, California
Non-profit water and electric utility district providing services to the city of Truckee, California.

GIS Analyst Intern June 2019 – August 2019

- Digitized data using ArcGIS Products, Excel, and SQL language to convert paper documents and data collection forms into online documents that are easily accessible to service crews in the field saving 10+ employee hours per week.
- Created maps to aid service crews in infrastructure maintenance and construction monitoring.
- Assessed condition of utility assets, including over 3,000 fire hydrants and power poles, to determine maintenance needs.
- Collected and analyzed radio signal strength data to determine communication dead zones and propose sites for additional radio towers.

EDUCATION

MS, Business Analytics
Concentration in Decision Science

University of Colorado, Boulder

📅 2021 - 2022

📍 Boulder, CO

BS, Economics
Concentration in Information Systems
Minor in Sustainable Environments

California Polytechnic State University, San Luis Obispo

📅 2017 - 2021

📍 San Luis Obispo, CA

CORE COMPETENCIES

- Programming languages: Python (Keras, TensorFlow, pandas, scikit-learn, PySpark), SQL, Scala, R, Javascript
- Big Data Technologies: Apache Spark, PySpark, Kubernetes (AKS, EKS, GCP)
- Data Visualization: Excel, matplotlib, PowerBI/Tableau, Knowledge Graphs
- Machine Learning: NER, Embeddings, Classifiers, Linear and logistic regressions, Generative AI
- Information Retrieval: Solr, Lucene
- A/B Testing & Experiments

LEADERSHIP

NCAA D1 Student-Athlete Advocacy Committee (SAAC)

California Polytechnic State University, San Luis Obispo

📅 6/2018 - 6/2021

📍 San Luis Obispo, CA

- President (6/2020-6/2021)
Led committee meetings, represented Cal Poly student-athlete interests at D1 NCAA level
- Team Captain & SAAC Representative (6/2018-6/2021)
Coordinated team activities and served as liaison between athletes and administration.