

Connor Meeks

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Experience

Data Scientist

Stryker, Commercial Operations

8/2023 – Present

- Developed a customer service dashboard to monitor KPIs for 500 reps (50 average daily users, 4k monthly views, top 0.1% in most used dashboards)
- Conducted an A/B test to optimize inventory distribution across branches, saving \$1M in excess manufacturing costs
- Trained time series forecasting models using machine learning (Prophet) to predict surgery case volume and courier expenses

Data Analyst

FedEx, Business Intelligence and Analytics

5/2022 – 8/2023

- Leveraged NLP to analyze 8k Salesforce comments, identifying process improvements that increased SLA compliance by 14%
- Applied LDA topic modeling to classify 18k customer requests, enhancing triage accuracy and resolution rates by 83%

Software Developer

FedEx, Financial Information Technology

8/2019 – 5/2022

- Migrated financial systems supporting \$2B in annual revenue to the cloud, boosting reliability and performance by 50%
- Resolved 200 production issues, security vulnerabilities, and deprecated libraries

Business Analyst

FedEx, Operations Analysis

5/2018 – 8/2019

- Supported global process improvement initiatives to enhance on-time delivery performance, securing \$150M in at-risk revenue

Education

Bachelor of Science, Electrical Engineering
Christian Brothers University

8/2014 – 5/2018

Skills

SQL, Python, Power BI, Azure, Git, Linux