

# Diallo West

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## Skills Summary:

Experienced data engineer with a passion for data and technology. With over 5 years of data engineering and machine learning operations (ML Ops) experience along with 10+ years of business development and client acquisition expertise, presents a unique set of skills and experience that is fluent in data engineering as well as business operations. Experience in leading and developing teams and code while collaborating with different stake holders, development teams within our line of business and across our enterprise, and teams outside the enterprise.

Effective communicator with the ability to translate business requirements into technical specs and designs. Passionate about building microservice cloud technologies as well as gathering and using data to further drive business value and insights at scale. Successfully acquired multiple AWS certifications with a strong desire to work more broadly with cloud technologies in the future.

## Work Experience

Data Engineer, Machine Learning Operations Engineer and Lead USAA, Plano Tx July 2017 to present

Current role and responsibilities:

- Tech lead for a growing team of 7 Machine Learning Operations Engineers
- Help design scalable solutions that bring Machine Learning into production
- Develop data design patterns that incorporate Big Data technologies such as Hadoop and Spark
- Collaborate with our business to ensure timely delivery of applications while following our Data

Delivery Life Cycle

- Develop End-to-end solutions for analytical data sources as well as internally built python package
- Board member of USAA's Python User Group in order to further drive adoption for Python as an enterprise support language

## Projects:

### Fasttrack Models 2.0

- Machine Learning classification models that will replace current production models as well as doubling the number of policies issued through the FastTrack process up to 8% of all term policies
- Integrated new domino development environment to manage entire end to end CI/CD pipeline that modernized model development and deployment with USAA Life Company-
- Communicated progress with senior level executives on a consistent cadence.
- Developed and deployed single daily batch dataset flexible and accurate enough to be used for both machine learning model development as well as model reporting
- Leading team of engineers that collaborate closely with our data scientists and front-end development teams in order to coordinate the end-to-end process of model deployment through production release and maintenance.

### Disclosure Detection

- A ML model using Natural Language Processing to determine if a sales advisor verbally disclosed all required regulatory disclosures during an annuity application.

- Leading a team of 7 ml engineers to implement the model within our new modernized platform into production.
- Collaborated with data science team to develop, test document and deploy machine learning model code into production
- Using a client first approach for our end users, my team developed the data tables and Tableau report used.

#### **Machine Learning CI/CD modernization**

- Using the new available tools, platforms, and technologic stack to accelerate the development, testing, approval, deployment and retraining of machine learning models within life company.
- Using modern design patterns to decouple model application components to build out a compliant environment to develop ML models.
- Designed a decoupled design pattern to enable containerized deployment of future models

#### **Fasttrack Accelerated Life Underwriting**

- Machine learning models that will allow a client to bypass traditional life underwriting and issue a policy within minutes.
- Implemented and deployed machine learning models into production that generates 4% of the top underwriting risk class for all term life insurance.
- Designed the high-level architectural overview, data design patterns, data lifecycle, and table models used to build and populate and report from the data warehouse tables

#### **Victory Capital and Charles Schwab Acquisition**

- USAA sold its mutual fund, financial planning and investment companies in order to better focus on its core insurance and banking businesses.
- Developed analytic processes and reports used to manage and operate the mutual fund sales of the \$1 billion dollar company going to Victory Capital
- Helped build out the temporary data warehouse and data mart (3-year lifespan)
- Programmatically implemented data validation check as well as automatic responses for any data issues.
- Managed the timeliness of reports sent to senior executives and communication for any delays

#### **Enterprise Advice and Planning tools**

- An analytical report used to understand the impact the web application advice tools have on product acquisition across the enterprise
- Worked with different data consumers and producers to discuss data sharing agreements across different lines of businesses.
- Developed and deployed results into production saving results to our data warehouse and then using Tableau as the visualization tool

#### **Life Sales Funnel**

- A sales funnel that captures and reports each stage of the sales and underwriting process of all life insurance applications from an enterprise perspective down to the granularity of each individual advisor or other sales channel
- Defined and implemented appropriate data validation processes and dependencies to ensure timely and accurate data.
- Developed and deployed SQL ETL process that captures the changing dimensions of the sales process end to end.

- Provided reference material, documentation and reference material to trouble shoot and understand application as well as data lineage.
- Created data warehousing models for the relational tables the data was loaded into.
- Allowed valuable insights into the effectiveness as well as trends to each acquisition channel.

***Wealth Advisor USAA, Addison Tx June 2011 – July 2017***

- Analyzed client's financial information, objectives, risk tolerance and current circumstances to provide investment ideas, wealth accumulation, retirement distribution, estate planning and tax strategies for affluent members.
- Engaged members in a consultative style to discover their motivations and goals to arrive at strategies and solutions for the accomplishment of their continuing objectives
- Well versed in explaining complex matters in simple to understand language, which is clear, concise and actionable
- Held training sessions in areas of client engagement, retirement strategies, product knowledge enhancement, and solution implementation among others
- Team player apart of the number one team back-to-back years for team production on solutions implemented and assets accumulated.

***Banker, JPMorgan Chase, July 2009-June 2011***

- Through proactive engagement with clients in various branch channels, helped increase penetration of bank solutions
- Trained in-house bankers after the Washington Mutual merger on relationship management and consultative conversational flows to drive profitability
- Helped drive a 15% increase in profitability and 20% increase in branch assets

***Financial Advisor, AXA Advisors, August 2007-July 2009***

- Developed various marketing strategies, activities and processes to generate interest and engagement in order to build a brand and a book of clients
- Educated clients regarding their finances, market history, current market conditions to help navigate clients through the worst financial recession since the Great Depression
- Brought in over \$8 million in assets and helped launch the Client Relationship Management program to reengage idle accounts

**Education and Skills**

***Programing Languages:*** Python, HTML, CSS, JavaScript, SQL, Shell

***Tools:*** AngularJs, MySQL, Django, Flask, REST API, Bootstrap, Responsive and Mobile first design, Microsoft Word, Excel, PowerPoint, DataStage

***Operating Systems:*** Windows, Linux

***Technologies:*** Hadoop, Spark/Pyspark, Domino, Gitlab/Github, Docker, AWS, Google Cloud, Snowflake, Tableau, Kafka

AWS Solutions Architect Associate 2017

AWS DevOps Associate 2018

Certified Financial Planner 2015

Southern Nazarene University 2005 BS in Finance

Neuro Linguistic Programing Practitioner