

Matt Macrides

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EDUCATION

University of Illinois Urbana-Champaign
Master of Computer Science – MCS
GPA: 4.0 | Specialization: Data Science

Urbana-Champaign, Illinois
August 2023 - August 2026

The Ohio State University
Bachelor of Science in Business Administration – BSBA
GPA: 3.96 | Specializations: Information Systems and Accounting
Certification in Practice of Data Analytics | Honors Accounting Program

Columbus, Ohio
December 2022

SKILLS & ACHIEVEMENTS

Achievements: Valedictorian - Class of 528, Pace Setters Award - Top 1% of business college, National Panhellenic Scholarship

Technical Expertise: Python, SQL, AWS, GitHub, R, Snowflake, SAS, Tableau, Power BI, Java, and C#

Areas of Proficiency: Classification, Regression, LLMs, Data Mining, Statistical Analysis, Text Mining, Natural Language Processing, Clustering, Web Scraping, ETL, Data Analysis, Data Visualization, and Database Modeling

PROFESSIONAL EXPERIENCE

Progressive Insurance

Cleveland, Ohio

Senior Data Scientist, CRM Data Solutions

January 2026 – Present

- Implemented models for the Expansion team to prioritize households based on bundling propensity and expected profit
- Built two batch audit bots and Power BI dashboards to monitor the outputs of generative AI systems
- Migrating SAS jobs to Python for CRM's Customer Value Model and automating monthly runs with Prefect

Data Scientist, CRM Data Solutions

March 2024 – January 2026

- Built and deployed a model that predicts policy loss ratios w.r.t channel and state including automated retraining
- Engineered and deployed a model to score customer effort to surface and reduce pain points in the customer journey
- Developed a summarization bot for chatbot conversations that reduced live rep handle time by 13 seconds on average
- Created a GitHub template for CRM ML projects to accelerate development and onboard new data scientists

Data Analyst II, Commercial Lines ADP Rotation

January 2024 – March 2024

- Built three Power App/Automate applications that streamline manual tasks and save 5-10 minutes of time each
- Developed Python ETL scripts that are used to generate 26 fact and dimension tables in Snowflake
- Converted a drill down SSRS report comprised of 18 queries into Power BI to improve filtering and performance

Data Analyst I, CRM Digital Insights ADP Rotation

February 2023 – January 2024

- Discovered trends and patterns related to our customer personas and published a whitepaper regarding the insights
- Utilized SAS and Snowflake to extract, prepare and analyze Progressive's CRM data for Ad Hoc requests and A/B tests
- Developed an n-gram program in R and visualizations in Tableau to recommend improvements for Progressive's chatbot

OTHER PROFESSIONAL EXPERIENCES

Progressive Insurance: BI Developer ADP Intern, May 2022 – August 2022

Deloitte: Audit & Assurance Intern, June 2021 – August 2021

Patriot Software: QA Automation Engineer, May 2020 – August 2020

The J.M. Smucker Company: Business Analyst Intern, May 2019 – August 2019