


JOE DEGREGORIO

DATA SCIENTIST

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EDUCATION

UNIVERSITY OF IOWA

Iowa City, IA

B.S. - Mechanical Engineering

Minor - Mathematics

August 2007 - May 2011

SKILLS

BUSINESS LEADERSHIP

Systems Thinking

Opportunity Sizing

Strategy

Functional Architecture

Executive Communications

AI & MACHINE LEARNING

GenAI App Design

Agent Systems

Retrieval Augmented Generation (RAG)

Regression

Classification

NLP

Forecasting

Clustering

Optimization

ANALYTICS TOOLS

Python

R

SQL

Tableau

Pandas

scikit-learn

TensorFlow

CLOUD & OPERATIONS

AWS

GCP

Git

MLOps

SUMMARY

Principal Data Scientist excelling in bridging business problems and technical solutions. Expert in crafting functional architectures that form new strategic, data-driven initiatives. Proven history of delivering scalable technology that yields significant, long-lasting business impact.

EXPERIENCE

PRINCIPAL DATA SCIENTIST

Atlassian, Seattle, WA (Remote) | February 2022 - Present

- Pioneered the AI Customer Support strategy, overseeing the business case, development, and architecture, reducing support effort by 15% and securing a patent application.
- Directed overhaul of chat contact experience, reducing contact rates by 12.2%, support effort by 10.4%, and saving \$4.5M.
- Initiated Self-Help program, diagnosing root causes, securing investment, and improving search click-through rates by 41%.
- Launched the Chat Support Program, reducing resolution time from days to minutes and handling 50% of support volume.
- Reduced Time-to-Resolution by 30% and ticket effort by 14% by analyzing timeout trends and running A/B tests.

DATA SCIENTIST

PACCAR, Seattle, WA | March 2019 - January 2022

- Saved \$13M in warranty costs by optimizing recall campaigns using CoxPH for vehicle-specific risk assessments.
- Boosted truck sales outlook by \$2.7M, generating customer leads with LightGBM trained on vehicle registration data.
- Managed a 10-member team, creating a framework to accurately estimate warranty liabilities for P&L statements.
- Defined and implemented MLOps roadmap on AWS & GCP.

SENIOR ANALYST (WARRANTY)

PACCAR, Seattle, WA | November 2017 - February 2019

- Reduced warranty costs by \$500k using CoxPH models to identify high-risk vehicles and organize targeted recalls.
- Developed an early detection system for product quality, using NLP and clustering to flag emerging warranty claim trends.

SENIOR SYSTEMS ENGINEER

PACCAR, Seattle, WA | September 2016 - October 2017

- Utilized human-centered design principles to elicit, develop, and analyze functional requirements for vehicle software.
- Improved requirements management process.

SENIOR DESIGN ENGINEER

Caterpillar, Peoria, IL | June 2011 - August 2016

- Delivered product quality savings of \$1.5M/year by proactively identifying and resolving emerging issues.
- Reduced production costs by \$200k/year by analyzing transmission test data to eliminate redundant quality checks.