

# JONATHAN M CLARK

Data Scientist - I create order in chaotic systems.

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## SKILLS

- **Data Science Methodology:** Data analysis, data visualization, workflow management, communication of insights/results to stakeholders, etc.
- **Machine Learning Exposure:** Linear Regression, Logistic Regression, Support Vector Machine, Decision Tree, and k-Nearest Neighbors
- **Python Programming:** NumPy, Pandas, SciPy, Matplotlib, Seaborn, Folium, Plotly and Scikit-learn
- **Database Management and SQL:** MySQL and IBM Db2
- **Math:** Calculus, Linear Algebra, Some Statistics
- **Technical Document Writing:** Newsletters, SOPs, Policy/Procedure/Technical Manuals, One-sheet summaries, Posters, Flyers, and Reports
- **Website Development:** HTML, CSS, PHP, Content management
- **Financial Exposure:** Individually transacted and interacted with millions of dollars worth of experiences and resolved complex financial issues
- **Trustworthiness:** Achieved an excellent reputation among customers and staff for trustworthiness and reliability in financial/reservation matters
- **Management and Leadership:** Highly organized, orderly, trustworthy, honest, reliable operations management and team leadership skills
- **Advanced Technical Aptitude:** Ability to learn, understand and apply complex concepts in real world scenarios

## EXPERIENCE

**Assistant General Manager / Shift Supervisor / Customer Service Representative** | iFLY Seattle | Tukwila, WA | March 2013 - August 2022

- Developed the 'Whiteboard' data management tool to visualize daily operations resulting in the prevention of hundreds of scheduling conflicts
- Facilitated data capture and processing to provide flight instructor performance metrics to the leadership team
- Wrote SOPs, one-sheet references, and clear summaries for programs and events boosting program participation rates
- Produced a high-quality, instructional point-of-sale manual for the launch of iFLY Calgary for quicker training of new team members
- Ran daily operations and managed staffing schedules to meet business needs, enabling 100,000+ orderly, on-time customer experiences
- Built responsive systems and facilitated intel communications in a dynamic environment to address daily last-minute operational changes
- Trained team members on point-of-sale, payment, customer service, and sales skills enabling higher-quality customer service
- Supported the General Manager in building a cohesive, effective, organized team that delivered exciting, novel flight experiences to customers
- Led the rollout of new initiatives including the successful launch of new human resources software and virtual reality experiences
- Sold people on the dream of flight, developed flight programs, and built long-term customer relationships to drive steady repeat business

**Senior Parachute Rigger / Website Admin** | Para-Phernalia, Inc. | Arlington, WA | June 2010 - Present

- Updated and currently manage the website improving customer understanding and engagement ([softieparachutes.com](https://softieparachutes.com)) (Since June 2020)
- Wrote the [Ram Air Packing Supplement](#) instructional manual to communicate technical parachute packing guidelines to professionals
- Manufactured, assembled, packed, repaired, and maintained high-quality emergency parachute systems exceeding quality standards

**Newsletter Editor / Website Admin / Executive Committee Member** | American Chemical Society - Puget Sound Section | January 2013 - May 2022

- Managed content, upgraded and published the monthly newsletter resulting in a high-quality publication ([Archive](#)) (January 2014 - May 2022)
- Developed and managed website content ensuring improved communication of section events and news (January 2015 - May 2022)
- Organized events for early career chemists as the Younger Chemists Committee Chair (January 2013 - December 2016)

**Senior Parachute Rigger / Parachute Packer** | Skydive Snohomish, Inc. | Snohomish, WA | April 2007 - December 2010

- Led the Parachute Packing Team in providing effective packing services to the company and the licensed skydiver community
- Packed and maintained the fleet parachute systems to meet federal regulation and company safety standards
- Mentored dozens of skydivers in the packing, use, and maintenance of their equipment leading to increased knowledge, skill, and confidence

## EDUCATION & CERTIFICATION

**IBM Data Science Professional Certificate** | January 2023 | Coursera | Capstone Project: <https://jonathanmclark.com/datascience/capstone/>

**Python Project Certificate** | September 2022 | Coursera | Create Your First Python Project from UST

**PHP & MySQL Project Certificate** | September 2022 | Coursera | Building a Dynamic Web App using PHP & MySQL

**Bachelor of Science, Chemistry** | March 2010 | Western Washington University | Bellingham, WA

**Associate of Science, Chemistry** | June 2007 | Everett Community College | Everett, WA

**Private Pilot Certification (ASEL)** | April 2017 | Federal Aviation Administration

**Senior Parachute Rigger Certification (Back and Seat Ratings)** | May 2008 | Federal Aviation Administration

**USPA Licensed Skydiver** | A-License June 2008 | C-License April 2010 | United States Parachute Association

## MULTI-TALENTED, ENERGETIC SEEKER OF INSIGHTS

**Flying Airplanes:** In 2017, as pilot-in-command, I flew an airplane through a total solar eclipse. What an experience!

**Beekeeping:** I captured a honeybee swarm from a bush in the iFLY Seattle parking lot to add to my apiary.