

CLAUDIA DAI

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CERTIFICATIONS

2024 **Professional Machine Learning Engineer**
Databricks

2024 **Professional Data Engineer**
Databricks

2022 **Associate Data Analyst**
Databricks

2021 **AI in Healthcare Nanodegree**
Udacity

2018 **Professional Data Engineer**
Google Cloud

2018 **Business Analyst Nanodegree**
Udacity

2017 **Prof. Scrum Master PSM-I**
Scrum.org

NICE TO MEET YOU!

Hi! I'm **Claudia**, a digital native and avid number cruncher who is passionate about creating data-driven solutions fuelled by smart decision-making.

I have **over 7 years of experience in the data domain**, combining customer-facing sales and delivery with hands-on technical expertise. Currently, I work as a Solutions Architect at Databricks, a leading data and AI company valued at over \$43 billion, where I guide customers in evaluating and adopting Databricks' unified platform. My role involves owning the technical sales cycle, driving product adoption, and building strong relationships with executives and business leaders.

Before Databricks, I worked at N26, Germany's second-highest valued digital bank in 2021, and Accenture, a multinational technology consulting firm. In these roles, I used data to deliver actionable insights and recommendations for both technical and non-technical audiences. Earlier in my career, I also worked as a freelancer in digital creative fields and held various roles in the music industry, including Booking Assistant, Stage Manager, and other music and festival production positions. These experiences gave me a versatile skill set and a fresh perspective on problem-solving.

In 2017, The Next Web described me as "creative and epistemophilic with an earnest curiosity for life". You can pique my interest with pressing causes such as environmental sustainability, diversity and inclusion, health, and global economic empowerment.

INDUSTRY KNOWLEDGE

Data Analytics	Data Science
Data Engineering	Solution Architecture
Mathematics	Statistics
Research	Machine Learning
Artificial Intelligence	Data Visualization
BI Reporting & Dashboarding	UX/UI Design
Front-End Development	Graphic Design
Digital Marketing	Project Management
Consulting	Technical Sales
Financial Services	Healthcare

TOOLS & TECHNOLOGY STACK



Python



SQL



dbt



Git



GoogleCloud



AWS



Tableau



HTML



CSS



Photoshop

PERSONAL WORK

A small selection of extracurricular projects completed outside of my professional work. The items listed below are clickable [hyperlinks](#).

- 2021 **Pneumonia Detection in Chest X-Rays**
- 📄 FDA Validation Report
 - 🔗 Exploratory Data Analysis
 - 🔗 Train Model
 - 🔗 Inference

- 2021 **Hippocampal Volume Quantification in Alzheimer Progression**
- 📄 Model Validation Plan
 - 🔗 ML Pipeline for U-Net

- 2021 **Pulse Rate Algorithm**
- 🔗 Algorithm
 - 🔗 Clinical Application

- 2020 **Forecast Video Game Sales**
- 📄 Project Report
 - 🔗 Python Notebook

- 2020 **Predict Catalog Demand**
- 📄 Project Report
 - 🔗 Python Notebook

- 2017 **Environmental Pollution Incidents in the UK**
- 📊 Tableau Dashboard

TALKS GIVEN

- 2018 **Ethical AI**
The Next Web Conference

HONORS & AWARDS

- 2018 **TNW's T500 Talent**
The Next Web Conference

- 2017 **TNW's T500 Talent**
The Next Web Conference

T500 is the definitive list of the Netherlands' 500 most ambitious, talented people in the Dutch digital scene, curated by The Next Web (TNW).

WORK EXPERIENCE

Solutions Architect

Databricks

📅 Jun 2023 – Present

📍 Toronto, CA

- Provided technical leadership to guide customers in evaluating and adopting Databricks solutions, driving successful implementations
- Owned the technical sales cycle, accelerating sales through discovery, technical evaluations, and business value demonstrations; recognized as the top performer in 2023 for securing new logo deals
- Consulted on solutions architecture and proof-of-concept initiatives, validating integrations with cloud services and 3rd-party applications
- Drove accelerated account consumption growth by collaborating closely with sales counterparts; achieved the highest iARR contribution among Solution Architects in the business unit for 2024
- Achieved 104.71% YoY growth across accounts in 2024, surpassing the expected 48.8% growth and the business unit's 55.2% actual growth
- Acted as a liaison between customers and engineering/product teams, driving product adoption and improvement and feature prioritization on the roadmap; drove data governance product adoption, achieving over 1000% MoM growth for a key transportation technology customer
- Streamlined internal processes through automation, delivering enhanced insights into account consumption and forecasting; efforts in maintaining valuable field-enabling content received recognition from VP and C-level leadership

Big Data

Solutions Architecture

Technical Sales

Analytics

Data Science

Data Engineering

Machine Learning

Generative AI

Databricks

Python

SQL

Google Cloud

Specialist Solutions Architect

Databricks

📅 Sep 2022 – Jun 2023 (10m)

📍 Toronto, CA

- Led successful strategic customer engagements, delivering large-scale data warehousing and AI/ML workload solutions from evaluation to architecture design and production deployment
- Acted as a technical expert and trusted advisor across key areas, including data warehousing, business intelligence, data modeling, SQL, analytics, AI/ML architectures, model deployment, and MLOps
- Supported in advanced technical sales activities, including pre-evaluation guidance, custom proof-of-concept content, architectures and demos, and performance tuning and optimization
- Collaborated cross-functionally with product and engineering teams to advocate for customer needs, influence product roadmaps, and drive adoption of Databricks' data warehousing and AI/ML solutions

Big Data

Analytics

Data Science

Data Engineering

Machine Learning

Databricks

Python

SQL

Google Cloud

REFERENCES

"I have had the pleasure of working with Claudia for two years, during which I was always impressed by her fresh perspective on data analytics. She incorporates a unique blend of expertise from her diverse background in consulting, data science, and design into her day-to-day work, making her a source of inspiration for everyone on our team. Her ability to effortlessly manage large projects and find creative solutions to complex problems made every day a learning experience for me. Claudia leads by example – through her work, she has managed to set the gold standard for how our team approaches Business Intelligence and single-handedly transform the landscape of our team's Information Architecture. I am confident that she will be an asset and leave her mark wherever she goes."

– **Wendy Vu (2022),
Senior Data Analyst**

📅 N26

"I love Claudia's positivity and energy, it's contagious. Claudia is super hands on and has a "get s**** done" attitude. She is able to balance importance and urgency, and even more important, is well aware of the difference. She manages a constantly increasing amount of workload with clear prioritization and communication. Claudia identifies opportunities and tackles these in a proactive, pragmatic, structured and outcome-driven way. She is a great team-player who is always accessible while being efficient, precise and empathetic in communication."

– **Stephan Uhel (2022),
Head of Product**

📅 N26

Senior Data Analyst

N26

📅 Aug 2020 – Aug 2022 (2y 1m) 📍 Berlin, DE

- Drove product growth as the dedicated analytics expert for acquisition-focused teams (website, signup funnel, KYC) and the in-app Statistics feature, an in-app feature that aims to help users take control of their spending and build healthy personal finance habits
- Enabled data-driven decision-making by providing thought leadership to functional leads, delivering actionable insights throughout the product development cycle
- Established strategic alignment by defining measurable metrics and KPIs tied to business objectives; developed self-service BI dashboards to monitor performance and improve visibility, enabling the Statistics team to increase in feature engagement by 20% within a year
- Developed, maintained and optimized data infrastructure with automation scripts and analytics engineering (ELT) to enable extraction of insights from large and complex datasets
- Influenced product strategy and UX improvements through A/B testing and deep-dive analyses; quantified the monetary impact of feature updates and recommendations on business outcomes
- Resolved critical data issues by validating datasets, identifying discrepancies, and collaborating with engineers and product stakeholders to implement robust solutions
- Established best practices in analytics by scoping and implementing frameworks for data governance, KPI reporting, and documentation; e.g. defined information architecture and best practices on designing user-centric, self-service BI dashboards and set up diagnostic metrics and targets to continuously monitor the success of our BI landscape
- Fostered a data-driven culture by promoting data literacy as the data literacy ambassador, conducting regular training, and mentoring product teams to increase organizational reliance on analytics
- Built and automated internal processes by developing microservices and data products, streamlining operational efficiency; e.g. built front-end to serve internal qualitative and quantitative research work stored in a repository to facilitate insights discovery across the organization; increased monthly average # of research uploaded to the repository from 2 to 18
- Contributed to team growth by participating in the hiring process, onboarding new team members, and mentoring junior analysts to enhance team capabilities

Data Analytics

Python

SQL

Github

Jenkins

Docker

Kubernetes

Snowplow

Redshift

Metabase

dbt

Analytics Consultant

Accenture

📅 Aug 2017 – Jul 2020 (3y) 📍 Amsterdam, NL

- Delivered tailored solutions to our clients' complex challenges in the fields of data science, AI, data engineering, and visual analytics; selected project examples:
- Implemented PCI DSS compliance measures (anomaly detection, mainframe data)

“Claudia was my mentor in my first data analytics job at N26 and I could not have asked for better. Claudia’s structured, comprehensive and gradual approach made my onboarding a breeze, all while making sure that I kept my sanity intact. Her thoroughness on technical issues, business sense and ability to communicate with technical and non-technical stakeholders make her a delight to work with. Anyone who works with her will be lucky.”

– João Fernandes (2022),
Junior Data Analyst

🏢 N26

“Claudia is a great leader in that she inspires you with her clear vision and energetic drive. While working in the core team for the Accenture-Google Partnership, I always felt that my contribution was very impactful thanks to how she aligned stakeholders and helped measure value at each iteration. Next to that, I felt supported when finding blockers, and empowered to make decisions and grow my experience.”

– Rafael Carvalho (2021),
Senior Software Engineer

🏢 HackerOne

“I have come to know Claudia Dai as a highly intelligent student, an eager learner, and a hard worker. She is creative, diligent, and reliable. Her talent is without question: in both my courses she was the top student. (...) when I compare what she did for this course with what students did for the course in the past 8 years since I started teaching it, only a few times I have seen students do the course as well as she did, and never did I see anyone do it better.”

– Prof. Dr. Ir. Pieter Spronck (2017),
Professor of Computer Science

🏢 Tilburg University

- Drove sales decisions by building a smart analytics dashboard (sentiment analysis, geopopularity data)
- Built data foundations and ETL pipelines for data lake migration
- Built a UI prototype for a SOC2 compliance dashboard
- Designed and implemented a POC dashboard for dynamic pricing app

Consulting

Data Analytics

Data Science

Data Engineering

Python

SQL

Google Cloud

Hive

Tableau

HTML

CSS

Partnerships Program Manager – Google NL

Accenture

📅 Nov 2017 – Oct 2019 (2y)

📍 Amsterdam, NL

- Part-time role complementing my role as an analytics consultant, spearheading the set up of our global partnership with Google in the Dutch market, and building and leading the partnership core team to support sales and practice leadership
- Drove partnership engagement and enablement internally and externally through events, carefully curated newsletter and materials, and setting up a community of practice
- Directed and organized training and certification programs – earned recognition by establishing best performing cohorts in terms of certification completion rate across all GSI partners globally
- Due to my achievements in this role, I was invited to attend the Google Next 2019 conference in San Francisco as a GSI Champion, for which only 100 individuals from all GSI partner organisations globally were handpicked by Google

Program Management

Leadership

Partnerships

EDUCATION

M.S. in Communication & Information Sciences (Cum Laude)

Tilburg University

📅 Sept 2016 – Aug 2017 (1y)

📍 Tilburg, NL

- Master thesis on “Multivariate Data Visualization of Patient Anxiety for the ICU of the Future” with Philips Research & Development, awarded with Philips Research Technical Note
- Winner of machine learning competition consisting of two challenges: (1) fMRI brain scans classification and (2) Twitter sentiment analysis
- Winner of AI competition where we had to script computer AI for a Neverwinter Nights (renowned classic role-playing game released in the 2000s) game environment

B.S. in International Business

Maastricht University

📅 Sept 2012 – Aug 2015 (3y)

📍 Maastricht, NL

- Semester Abroad @ National University of Singapore, SG
- Member of NUS Diving Club, NUS Photography Club
- Vice President @ IT Management Day, Scope Maastricht