**January 23, 2023**



**ENCLOSURES**

Resume

Application

2 letters of recommendation

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New York, NY

[LinkedIn](http://linkedin.com)

**Dear Ms. Brown:**

Who hasn’t loved GrubHub’s quick, reliable food delivery since the start of the pandemic? I’m one of countless customers you’ve reached, and I want to help streamline your business infrastructures with my software development, algorithm, and leadership skills. Restaurants truly do sit at the heart of communities, so as your next results-oriented senior data scientist, I’ll focus on growth and collaboration to bolster your teams’ success and customers’ satisfaction.

My master’s in computer science gave me a strong analytical and tech-based foundation for Python, SQL, and AWS—the skills that quickly became my passion during my decade of innovative growth at 2U. Using these tools, I analyzed the customer and industry data from a vast pool of disparate sources, identifying problems to solve and opportunities for improvement. After successfully optimizing user-targeted algorithms upon which countless digital courses hinged, I drove a 16% improvement in user feedback.

I also planned and conducted A/B testing to identify pain points and weaknesses in existing systems, distilling the volume of data I’d gathered via machine learning, user feedback, bounce rates, and customer retention statistics into understandable language and usable, efficient actions plans for 2U’s development teams. As a result, the company saw a reduction of 57 manual labor hours per month as well as a 14% increase in customer retention.

While my work has been exhilarating, I’m hungry for more complex challenges. As a self-directed senior data scientist who can make educated decisions in a fast-paced and ambiguous environment, I’m eager to leverage state-of-the-art machine learning to trailblaze new models and strategies. Thank you for considering me for this role, and I look forward to speaking soon about increasing GrubHub’s impact.

Sincerely,

**Jennifer Santos**

*Senior Data Scientist*

JENNIFER SANTOS

**Kelly Brown, Hiring Manager**

GrubHub

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