

John Smith

RESEARCHER · ANALYST · VOLUNTEER

☎ 555-555-5555 | ✉ JohnSmith@gmail.com | 🔗 linkedin.com/in/JohnSmith

Skills

Measurement

- Survey Methodology
- Test Construction
- Validity Evaluation
- Reliability Evaluation

Statistics

- Regression & ANOVA
- Measurement Theory
- Corpus Analysis
- Creating Reproducible Scripts

Programming

- SQL (Teradata, MySQL)
- R Studio
- Tableau
- AWS EC2, S3, Lambda

Education

Ivy League University

MASTER OF SCIENCE IN STATISTICS

City 1, State

May 2018

State University

BACHELOR OF SCIENCE IN RISK MANAGEMENT

City 2, State

May 2017

Experience

Research Analyst

INSURANCE ORGANIZATION

City 1, State

February 2019 - Current

- Deliver machine learning and optimisation projects - develop and build the necessary propensity models and segmentations to support sales leadership
- Work alongside a diverse set of business units including operations, marketing, sales, data engineering, etc. as an internal consultant to manage and drive process changes
- Produce Tableau dashboards for Director of Consumer Sales to drive all membership planning, forecasting, and sales strategy for \$1B portfolio including ~300,000 members
- Personally initiate several projects to address inefficiencies. Examples include changing delinquency outreach processes to increase member retention by 1,000 annually and providing Tableau dashboards to automate processes that took several hours per day

Data Analyst

INSURANCE BROKER

City 1, State

August 2018 - January 2019

- Used Google Maps and R machine learning packages to clean prospects and match them to the available producer with the best performance, allowing an improvement in overall production
- Led an initiative to create a quality index for the SQL CRM sales database, improving data completeness from 48% to 74% over six months
- Managed core AWS services including EC2, S3, and Lambda in order to run paralleled R scripts gathering information using Google API

Graduate Admissions Associate

IVY LEAGUE UNIVERSITY

City 1, State

June 2017 - May 2018

- Provided reporting and analysis from College's HR Information System, ApplyWeb, to fuel recruiter metrics, interview process design and enrollment projections for Director of Admissions
- Handled email and telephone correspondence from prospective students, applicants, alumni, and the general public within a high-volume environment
- Utilized candidate tracking system to maintain admissions diversity and equity information on behalf of the Graduate School of Education

Projects

Lead Exploratory Researcher

RESEARCH CENTER ON VIOLENCE & ABUSE

City 1, State

December 2017 - May 2018

- Worked with professors Sally Soap and Robert Wash as well as several undergraduate and PhD students to perform initial analysis for study "Technology and safety: Evaluating technology designed to prevent violence against women"
- Understood the profile of dataset and performed exploratory analysis: quantified access and spread, evaluated usability, performed interviews for meta-analysis of apps purported to prevent sexual violence against college aged women

Alumni Volunteer

MY HIGH SCHOOL

City 1, State

July 2019 - Current

- Leading an initiative in collaboration with school president, alumni association and student government to expand Career Day into a yearlong, integrated resource providing students with access to information and programs
- This effort includes: creating databases for storage of information, conducting interviews with stakeholders, aggregating summary statistics to guide program design
- Create and present plans that are both actionable and motivational enough that they are put into place by a conservative alumni group