First Name, Last Name
(XXX) XXX-XXXX | [Email] | [LinkedIn]

SUMMARY

Experienced data and analytics leader with **10+ years** in product analytics, data science, and ML engineering. Built enterprise-scale data platforms, including a GCP solution that **saved 500+ hours annually** and optimized analytics for **$80B+ Medicare business lines**. Expert in **SQL, Python, Tableau, and statistical modeling**, driving data-driven decisions for **millions of customers**.Seeking a leadership role in **data strategy, analytics, or product management** to drive innovation and growth.

Professional Experience

Senior Manager, Data Science & Engineering | Fortune 50 Healthcare Company | New York City | Oct 2022 – Present *Led a data science, reporting, and engineering team of 10+ analysts at a Fortune 50 healthcare company, delivering marketing and forecasting solutions for the Medicare business line, directly impacting millions of members.*

- **Data Analysis and Interpretation | SQL, Python, Tableau**: Spearheaded the development of integrated data platforms and automated reporting solutions in GCP, optimizing marketing performance measurement and improving operational efficiency across the organization.
- **Data Visualization | GCP, Machine Learning, Predictive Analytics**: Designed predictive models and dashboards using SQL, Python, Tableau, and GCP, resulting in 500+ hours of time savings annually and enhancing data-driven decision-making for executives and stakeholders.
- **Business Acumen | Data Engineering, Cloud Platforms (GCP, AWS)**: Collaborated with cross-functional teams to establish scalable reporting solutions, leveraging cloud platforms like GCP and AWS to drive insights and strategic business initiatives.
- **Data Privacy, Compliance, Governance**: Ensured compliance with HIPAA and healthcare data regulations by implementing rigorous data governance frameworks, reducing data security risks by 40% and ensuring 100% audit compliance for Medicare analytics initiatives.
- **Stakeholder Engagement, Storytelling, Executive Reporting**: Translated complex data science methodologies into clear, actionable insights for C-suite executives, product teams, and marketing leaders, influencing $50M+ in strategic investments and driving 15% improvement in campaign ROI.
- **Cross-Functional Collaboration, Agile Methodologies**: Led enterprise-wide data initiatives from conception to deployment, coordinating with engineering, marketing, and compliance teams to deliver scalable analytics solutions on time and within budget, resulting in 20% faster decision-making cycles and 30% reduction in manual reporting efforts.

Senior Product Manager, Product & Customer Analytics | Global Telecommunications Company | Philadelphia | Mar 2019 – Sep 2022

Led a data analytics team supporting 300+ stakeholders, developing customer-centric data products that optimized WiFi health, user experience, and NPS scores for millions of customers. Built high-visibility dashboards in SQL, Python, and Tableau, driving data-informed decision-making and improving customer satisfaction.

- **Data Analysis and Interpretation | SQL, Python, Data Asset Development**: Led a team delivering analytics solutions to improve customer home WiFi experience, supporting 300+ stakeholders.
- **Business Acumen | Product Development, Customer Experience**: Developed highly visible customer-centric analytical/data products to assess the effectiveness of consumer products in terms of WiFi health, customer experience, and NPS scores.
- **Communication Skills | Storytelling, Dashboards, Reports**: Created high-visibility data products to assess consumer product performance, leveraging Tableau and Excel for strategic insights.
- **Machine Learning & Analytics | Predictive Analytics, Data Science, Statistical Modeling:** Designed and deployed **predictive models** to anticipate network performance issues, improving proactive issue resolution and reducing customer complaints by 20%.
- **Data Engineering, Automation, Cloud Platforms (GCP, AWS):** Led the end-to-end development of an automated data pipeline, reducing data processing time by 40% and increasing reporting efficiency for cross-functional teams.
- **Data Governance, Privacy, Compliance:** Established data governance frameworks to ensure compliance with GDPR and CCPA, enhancing data security and customer trust across analytics initiatives.

Manager, Data Management | Global Telecommunications - Mobile | Philadelphia | Apr 2017 – Mar 2019

- **Database Management | Data Engineering, SQL, Teradata, Oracle**: Built an **in-house big data platform** supporting SKU data processing, reporting, and analytics with a small team.
- **Data Visualization | Tableau, PowerPoint**: Developed intuitive business reports for **mobile & accessory sales teams** to measure the performance of ongoing promotional programs & marketing channels.
- **Project Management | BI Solutions, Automation, SQL Server**: Designed and maintained **business intelligence solutions** to track mobile device and accessory sales performance.

Senior Analyst, Enterprise BI | Global Telecommunications | Philadelphia | Mar 2015 – Mar 2017

- **Statistical Knowledge | Predictive Analytics, Python, SAS**: Developed a forecasting model called **PACE** to project the company's estimated subscribers in a given month.
- **Machine Learning & Analytics | Data Science, SQL**: Created a simulation tool, forecasting revenue and churn to optimize business strategies.
- **Programming Skills | Python, Automation**: Designed & implemented an automation solution in **Python**, saving **5+ hours per week** on manual data processing.

Financial Models Developer – Team Lead | Global Consulting Firm | India | Sep 2011 – Jul 2013 Database Developer and Designer |Global Technology Company | India | Sep 2008 – Jul 2011

EDUCATION

Certificate Program: Data Leadership, **Top-Tier Technology Institute**
Master's Degree: Management Information Systems (Data & Predictive Analytics), **Prominent U.S. University** | GPA: 3.7

TECHNOLOGY & SKILLS

Data & Analytics: Data Asset Development, Data Engineering, Analytical Products, Automation, Data Governance **Machine Learning & Analytics:** Predictive Analytics, Data Science, Statistical Modeling, Data Quality, Dashboards & Storytelling
Leadership & Strategy: Product & Solution Development, Customer Experience, Executive Stakeholder Management, Vision & Strategy
Technical Proficiency: SQL, Python, Tableau, Teradata, SAS, Oracle, MySQL, SQL Server, Excel, PowerPoint
Cloud Platforms: GCP, AWS (Data Pipelines, ML Deployment, Automation)
Governance & Compliance: Data Security, HIPAA, GDPR, CCPA, Audit Readiness