

JESSICA E. ARMSTRONG

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PROFESSIONAL SUMMARY

Senior operations and data analytics leader with 15+ years of experience driving process improvement, financial oversight, and strategic decision making in complex, high-stakes institutional environments. Proven track record designing data-driven dashboards and reporting systems that inform executive and faculty leadership, reducing operational inefficiencies by up to 35% and audit risk by 65%. Certified Scrum Master with hands-on expertise in Agile project management, cross-functional team leadership, and financial compliance. Adept at translating complex data into clear, actionable insights that support organizational strategy and long-term growth.

COMPETENCIES

Data Analytics & Reporting (SQL, Python, Tableau, Power BI) • Agile Project Management & Scrum Leadership • Financial Analysis & Budget Oversight • Process Improvement & Operational Strategy • Stakeholder Engagement & Cross-Functional Leadership • Compliance & Risk Management

PROFESSIONAL EXPERIENCE

Graduate Program Coordinator

Apr. 2022 – Jul. 2024

Stony Brook University: Materials Science & Chemical Engineering Dept.

Stony Brook, NY

- Directed data-driven strategy for graduate program performance, admissions, and operations, informing decisions at the departmental leadership level.
- Designed executive Tableau dashboards tracking student progression and program KPIs, streamlining reporting for faculty and administration.
- Managed financial analysis for grant allocations and departmental budgets, ensuring accuracy and full compliance.
- Partnered with cross-functional stakeholders to align policy, redesign workflows, and improve institutional efficiency.

Supervisor & Advisor

Jan. 2017 – Apr. 2022

Stony Brook University: Graduate School Office of Student Services

Stony Brook, NY

- Led data analysis and process improvement initiatives that reduced transactional inefficiencies by 35% and resolved recurring billing discrepancies.
- Built automated reporting templates to track KPIs and operational outcomes for leadership review.
- Recruited, trained, and supervised a team of five staff on PeopleSoft and SLATE, driving consistent service delivery.
- Served as key liaison for issue resolution and stakeholder communication across academic departments.

Tax Preparer

Nov. 2008 – May 2012

H&R Block

New York, NY

- Analyzed financial records and prepared individual tax returns, reducing audit risk by 65% through rigorous compliance review.
- Advised clients on deductions and documentation, maintaining accuracy and confidentiality across a high-volume caseload.

EDUCATION

Master of Business Administration, *University of Phoenix*, San Diego, CA — 2008

Bachelor of Business Administration, *Alliant International University*, San Diego, CA — 2002

CERTIFICATIONS

Certified Scrum Master (CSM) • IBM IT Scrum Master Certification • Agile Project Management (Univ. of Colorado Boulder) • Agile Project Management @ Google • Forensic Accounting & Fraud Examination (West Virginia University) • Intuit Bookkeeping Certification