**Jeremy Rosen**

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Extensive experience in statistical modeling, simulations, data analysis, and operations research with strong problem solving and programming skills. A self-motivated, detail-oriented analyst with a proven record of outstanding performance who can provide critical thinking and valuable insight into data.

WORK EXPERIENCE

**Senior Quantitative Analyst,** Metlife - Manhattan, NY - August 2013 to Present

Modeling - Use predictive modeling to help with driving business decisions and prioritization

* Created a logistic regression retention model in SAS which quantified the importance of Net Promoter Score (i.e., customer satisfaction score). This model helped to drive business decisions with respect to determining the levels of effort that should be put into increasing the Net Promoter Score.
* Developed multiple logistic regression models in SAS to explain factors behind customer retention and rank customers based on their likelihood of retention. These models helped the business with prioritizing outbound onboarding and retention phone calls.
* Developed multiple logistic regression models in SAS for explaining factors behind purchasing life insurance and ranking consumers based on their likelihood to purchase. These models helped the business with prioritizing inbound phone calls.

Reporting - Generate monthly and quarterly reports/dashboards for measuring important business Key Performance Indicators (KPI’s)

* Created multiple queries in Hyperion to extract raw data for reporting. Utilized SAS for KPI calculations and manipulation of large sets of data. Generated Excel pivot tables and charts for displaying and visualizing data.
* Developed multiple dashboards in Excel for evaluating the effectiveness of email, phone call, and direct mail campaigns. Key KPI’s in dashboards included open, bounce, contact, purchasing, and retention rates. Implemented statistical methods for measuring performance of test versus control.
* Developed a comprehensive report for measuring customer satisfaction across multiple products and channels.
* Created a budget planning tool which provides the ability to allocate spending across multiple channels.

Analytics - Explore patterns and trends in the data

* Utilized dashboards, database queries, Tableau, Excel pivots, and advanced Excel formulas to perform analysis. Generated charts to visualize data.
* Conducted analysis on campaign performance by looking at email, sales, and retention metrics. Used analysis to make recommendations about which campaigns to keep, stop, or optimize. Presented a comprehensive analysis of campaigns to senior management on a semi-annual basis.
* Performed analysis on financial metrics and customer retention to measure overall business performance, identify consumer and customer behavior, determine cross sell opportunities, identify gaps, and find trends.
* Performed analysis on customer satisfaction scores. Identified trends and factors which contributed to them.
* Explored the impact of product, channel, marketing tactic, segment, and demographics on sales, retention, and customer satisfaction scores.

Automation - Increase efficiency of reporting

* Automated reporting by programming in SAS, creating Excel VBA macros, and leveraging work from team members. Reduced time to generate reports by 50-75 percent.

**Operations Analyst,** Northrop Grumman - Bethpage, NY - September 2003 to August 2013

Operations Research - Develop optimization algorithms to enhance modeling capabilities

* Developed a resource allocation program, using MATLAB and LPSolve, to select optimal force (aircraft) mixes for Intelligence, Surveillance, and Reconnaissance missions.

Modeling and Simulation - Model and simulate realistic warfare scenarios

* Designed and modeled complex warfare scenarios involving target detection, target tracking, engagement, and communications.
* Utilized mission analysis models, including Monte Carlo Simulations, to perform trade-off studies and evaluate mission performance in large-scale land, maritime, undersea, and electronic warfare scenarios.
* Researched platform capabilities, sensor capabilities, and statistical models of underwater acoustics, and implemented them into mission analysis models.

Analysis - Perform statistical analysis of simulation output

* Utilized analysis to win contracts with the customer (i.e., Navy) and provide support to them.
* Created routines in AWK (i.e., similar to C language), Visual Basic, and Excel to process, visualize, and analyze model output.
* Manipulated statistical output in Excel and generated charts for analyzing data.
* Created PowerPoint briefs and presented results to the customer.
* Generated statistical reports for multiple projects.

Noteworthy Accomplishments: Received a TAP (Timely Awards Plan) Award for significant contributions to Electronic Warfare Capabilities in Mission Engineering and Operations Analysis.

EDUCATION

**M.S. in Applied Mathematics and Statistics with a concentration in Operations Research (GPA: 3.45)**

Stony Brook University - Stony Brook, NY 2005 to 2008

**B.S. in Mathematics and Applied Mathematics and Statistics (GPA: 3.73)**

Stony Brook University - Stony Brook, NY 2001 to 2003

SKILLS

SAS, Tableau, Hyperion, MATLAB, Visual Basic, Excel, PowerPoint, Word, AWK, MySQL, Navicat, Windows, Linux, Unix, LPSolve, Microsoft Access, Modeling, Probability, Game Theory, Operations Research