### Jason C. Hutches

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##### Professional Summary

Accomplished Data Analytics professional with over a decade of experience in managing teams and enhancing operational processes across diverse industries including eCommerce, logistics, client relations, and compliance. Expert in leveraging statistical models and data to drive strategic growth and operational excellence. Known for a robust ability to swiftly adapt, master, and implement solutions that consistently achieve improved business outcomes.

# Areas of Expertise

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| * Data Science * Data Analytics * Python * Cross functional collaboration | * Strategic Insights * Quantitative Research * Data Storytelling * Statistical Modeling | * A|B Testing * SQL * Product Analytics * Machine Learning |

# Professional Experience

**Walmart |** NYC, NY 1/2023 to Current

Sr. Data Analyst

* Spearheaded end-to-end data projects for Walmart’s next gen product offerings, such as: Text to Shop, Third Party Voice, and Auto-Replenishment, resulting in a **17%** increase in customer activity.
* Engineered and refined statistical and machine learning models for predictive behavior analysis, customer clustering/segmentation, value proposition lift analysis, and qualitative sentiment analysis which operated at **80%**+ accuracy and led to an **11%** increase in retention.
* Directed data visualization efforts utilizing Looker from LookML development through dashboard creation to inform leadership of trends, changes, and behavior of Walmart customers, driving data literacy up **30%.**
* Fostered a collaborative environment with teams across departments, aligning project goals with business objectives, maintaining **100%** delivery rate of key initiatives.

**ANDMORE |** Remote 6/2022 to 1/2023

Sr. Product Analyst

* Analyzed data from **500K+** e-commerce users and utilized outputs to refine targeted marketing strategy and product strategies, reducing marketing ad spend by **33%**.
* Identified operational risks and areas to improve within the product and customer success sectors, reducing customer complaints by **11%** using advanced querying (SQL) and statistical modeling.
* Created and maintained a series of rich visual reports within Power BI to inform leadership of trends, changes, and predictive behavior of clients and customers alike.
* Collaborated with cross-functional teams and leadership to understand and deliver against business needs by creating data strategies and utilizing agile collaboration tools such as Jira, Confluence, and Miro.

**ETS |** Princeton, NJ 4/2019 to 6/2022

Sr. Data Operations Manager

* Assess areas of operational risk and identify means to improve upon/eliminate them.
* Led and managed a team of project managers and analysts, overseeing their performance, professional development, and project deliverables to ensure alignment with organizational goals.
* Develop processes to improve/automate back-end test response analytics, increasing reconciliation by **47**%.
* Promote cross-functional excellence by creating analytic tools to provide data insight and transparency, enhancing deliverable rates by **13%** and data literacy by **37%.**
* Monitor and analyze key measures that promote a seamless scoring process.
* Manage and organize project schedules to meet contractual obligations and mitigate risk.
* Develop a vast working relationship with the client and cross-functional stakeholders to promote the success of said project. Manage end-to-end success of Operational Testing to ensure all processes and systems are running for production.

**mccabe, weisberg and conway, pc |** Westmont, NJ 2/2010 to 3/2019

Operations and Compliance Manager

* **Oversaw and directed a team of 10 associates,** including compliance and operations specialists and E2E deliverable owners, ensuring seamless project execution and adherence to company standards.
* Led the training and implementation of Servicer, Investor, and State directives for New Jersey achieving a **99%** compliance rate.
* Manage training on firm procedural standards and assess existing procedures, workflow efficiency, and operational fitness, increasing productivity by **20%.**
* Oversee and ensure compliance with departmental Standard Operating Procedures for New Jersey.
* Monitor client scorecard assessments, manage client and internal QC audits, and maintain client relationships by acting as primary point of contact, resulting in a **17%** improvement in client satisfaction.

# Educational background/Certifications

**B.S. in Criminal Science |** The College of New Jersey, Ewing Township, NJ

**Certifications |** AWS Cloud Practitioner

**LinkedIn Badges|** AWS | Agile Methodologies | Power BI | Power Automate | Object-Oriented Programming | Excel | R | SQL | Swift | Google Analytics | Visio | Microsoft Project | Python