Jaclyn Stutz-Burrick

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A lifelong learner who strives to find the why within the data. I am a curious, driven, and charismatic leader who is deeply energized by insights, information, and abstract problem solving.

Technical Skills: SQL, Python, Tableau, Jupyter notebooks, AWS Sagemaker, git
Interpersonal Skills: Leadership, cross-team collaboration, presentation, stakeholder management

Employment

Zoom Video Communications

Manager, Data Science   **Aug 2022 - Present**
- Manage a team of data analysts to develop data infrastructure for Zoom Customer Experience organization
- Integrate third-party data from APIs into cloud computing technology such as Snowflake
- Own data visualization for customer support KPIs including incoming ticket volumes, revenue, and product updates
- Drive innovation through analyzing impact of product launches and customer support efforts on KPIs, and recommend operational cost savings opportunities

Amazon

Business Analyst – Data Science   **Nov 2021 - Aug 2022**
- Lead incoming workload forecasting efforts to optimize the efficiency of Product Quality operations teams, ensuring the success of a $60MM business
- Use statistical analysis and business knowledge to help leadership teams accurately estimate the impact of product launches
- Drive automation by developing ETL queries that feed directly into Sagemaker Python code, ultimately decreasing internal team operating time by 30% and improving clean data practices

Program Manager   **Feb 2020 – Nov 2021**
- Developed and launched a self-service operations data visualization tool and accompanying program that identified nearly $10MM in savings potential for over 5,000 customers
- Utilized SQL and Excel to consolidate and communicate data-driven insights that help teams improve operational efficiency
- Owned the Quarterly Program Review (QPR) for a team of nine and present to leadership quarterly

Intelligence Analyst   **Sept 2017 – Feb 2020**
- Analyzed intelligence datasets and develop actionable assessments for global Amazon customers
- Coordinated with technical, security, and marketing teams to address urgent security concerns and meet customer goals

Interos Solutions

Business Analyst *(Contractor to the U.S. Department of Energy)*   **Oct 2016 – Sept 2017**
- Developed assessments to mitigate supply chain threats in critical U.S. infrastructure that influence DOE operations
- Facilitated a team of 6 analysts in developing big data applications such as RSA Archer

Education

The University of Texas at Austin   **Expected Graduation May 2026**
  M.S. Data Science

The George Washington University   **Graduated May 2017**
  M.A. Security Policy Studies

Carnegie Mellon University   **Graduated May 2014**
  B.A. Global Studies; Minor in Economics