

Jaclyn Stutz-Burrick

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A lifelong learner who strives to understand the why within 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, Databricks, 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
- Develop predictive models to forecast incoming case volumes, categorize case and article types, and estimate future growth rates
- 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
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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