

Jhaelle Payne

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WORK EXPERIENCE

Analyst of Data Intelligence - Formerly Known As, Atlanta, GA

January 2023 - Present

- Utilized **Teradata** to maintain independence over the creation process of dashboards while working cross-functionally with the data engineering team, data architects, leadership, and data analysts to ensure that the client can derive value and insights from our dashboards.
- Evaluated a viable method to build **Tableau dashboards**, given the client's experience journey, the team's return on investment, and trends within the client's market.
- Systemized a **Quality Assurance (QA)** process using **Python**, reducing the time to test data accuracy by 83%, which aided in ambiguous situations, changing circumstances, and time constraints.

Analyst of Advanced Analytics - Formerly Known As, Atlanta, GA

January 2022 - December 2022

- Designed **Python** algorithms that automate monthly and weekly reports of Tableau dashboards, reporting metrics above the benchmark and metrics from **Adobe Analytics**, reducing the time to create reports by **88%**.
- Compiled and performed in-depth content analysis and provided recommendations to internal team and client for reachable benchmarks in critical metrics (email, text, push notifications) based on industry standards.
- Constructed **SQL** queries to provide clients with performance metrics from internal databases to create **Tableau** dashboards and achieve individual, team, and organizational goals in compliance with the company's standardized instructions and client agreements.

Policy Area Researcher - Civic Eagle, Minneapolis, MN

October 2020 - August 2021

- Designed multiple **binomial classification** algorithms to differentiate between omnibus and regular legislative bills using **Python**. Successfully improved overall efficiency of verifying legislative bills and enhanced operational productivity.
- Identified relationships between legislative bills in New York State that discuss juveniles using **Gephi**, **Latent Dirichlet Allocation**, **network graphs**, and **dendrograms**.

Data Analyst - Fostering Court Improvement, Emory University

January 2021 - May 2021

- Leveraged expertise in using outcome modeling packages in **R** and propensity score weighting to construct **GLM Exposure Models**, **Balance Plots**, and **Average Treatment Effect estimations**. Effectively assessed the impact of intake structure on intake decisions, overall prosecution rates, and racial disparities with team members.
- Promoted and advocated for using data in the social sciences and to drive reform in everyday practices and policies in the law that created disparities between advantaged and disadvantaged communities.

PROJECTS

The Best Things In Life Are Free, Including Volunteers: Measuring Volunteerism Using K-Nearest Neighbors

- Used **Feature Engineering**, **Principal Component Analysis**, and **Decision Tree with Hyperparameters** to predict a volunteer's commitment level given specific household, demographic, geographical, and labor force factors.
- Determined volunteers that were less likely to volunteer frequently tended to work many hours and live in metropolitan areas. While urban areas may provide a large pool of volunteers, they may need extra support and a clear plan from the organization on how they can dedicate their time to work and volunteer.

Understanding Mobility Access to Basic Resources for Atlanta Residents with Geographical Information System (GIS)

- Designed a **GIS map** to showcase the MARTA transportation system that supports access to public schools, hospitals, parks, and grocery stores. Still, the MARTA transportation system does not provide access to all residents of Atlanta.
- Determined there were high-achieving public schools, hospitals, parks, and grocery stores more than .5 miles from any MARTA station, demonstrating that Atlanta residents who rely on public transportation cannot access exceptional resources.

EDUCATION

Georgia Institute of Technology, Atlanta, GA

Dec 2024

Masters of Science in Analytics, Concentration in Computational Data Analytics

Emory University, Atlanta, GA

May 2021

Bachelor of Science in Quantitative Science, Concentration in International Studies