Ben Healy

1411 Washington Street, Apt 5 • Boston, Massachusetts 02118
(202) 525-9133 • PeterBenjamin.Healy@gmail

PROFESSIONAL OVERVIEW

Quantitative leader with more than 5 years of experience identifying and developing solutions for complex business problems. Seeking to utilize curiosity, passion for analysis and toolbox of technical skills to inform decisions. Accomplishments include the following:

- Completed large scale customer experience driver analysis to inform CX priorities and created simulation engine to predict impact of potential improvements using a blend of survey data and operational data
- Developed econometric models using public and private data, created geospatial visualizations to communicate results using R
- Served as liaison between business stakeholders and solution developers, required thorough understanding of both issues to facilitate communication of complex information

EDUCATION

NC STATE UNIVERSITY, INSTITUTE FOR ADVANCED ANALYTICS　　　　　　**Raleigh, NC**
Master of Science in Analytics, *summa cum laude*, May 2015

UNIVERSITY OF MASSACHUSETTS, COMMONWEALTH HONORS COLLEGE　　　**Amherst, MA**
Bachelor of Arts in Economics, *magna cum laude*, May 2010

- Minored in Mathematics

TECHNICAL / PROFESSIONAL SKILLS

Programming Languages:	Python, R, SAS, SQL, Visual Basic
Software Packages:	RStudio, Base SAS, SAS Enterprise Miner, SAS Enterprise Guide, JMP, Tableau, ArcGIS, SPSS, Spyder
Certifications:	Google Analytics Individual Qualification
	Base SAS Certified
	SAS Certified Statistical Business Analyst
	SAS Certified Predictive Modeler
	SAS Certified Advanced Programmer

EXPERIENCE

Liberty Mutual　　　　　　　　　　　　　　　　　　　　　　　　　　**Boston, MA**
Principal Analyst, Data Science　　　　　　　　　　　　　　　　　June 2015—Present

- Oversaw survey analysis for the primary customer experience survey source used by Liberty Mutual, Personal Insurance
- Using non-parametric models, measured the drivers of customer experience, sharing the actionable results to senior leadership to help inform CX priorities for the coming years
- Developed simulation methodology to predict the impact of potential improvements to various customer touch-points

ASR Analytics　　　　　　　　　　　　　　　　　　　　　　　　　**Potomac, MD**
Consultant　　　　　　　　　　　　　　　　　　　　　　　September 2010—June 2014

- Created dynamic visuals to depict the changing socioeconomic composition of geographic areas using R
- Developed custom business development tool in Python to scrape federal contract data from the internet to identify potential teaming partners on upcoming work
- Led technical writing efforts on several successful proposals and project deliverables
- Managed SQL Server database, developed a library of SQL and SAS programs to summarize expenditure information into reports