

Eric Swetts

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Summary

Data-centric researcher with robust industry and non-profit experience.

Experience



People Insights Analyst, People Insights

Atlassian

May 2021 - Oct 2023 (2 years 6 months)

Conducted company-wide team health pulse and survey projects.

- Leveraged Python, JS, and Qualtrics API for end-to-end survey program management.
- Designed & maintained high-visibility Qualtrics dashboards used at all management levels & by all employees.
- Served as primary admin for employee research Qualtrics instance.
- Established workflows & created documentation for troubleshooting issues.
- Worked with stakeholders to refine research objectives.
- Built and maintained pilot cross-functional team survey pilot project.
- Built and maintained employee lifecycle projects (onboarding, engagement, and exit surveys).
- Worked with engineering & data science to model, export, and ingest Qualtrics data into data lakes.



Special Projects Team Lead, Hotels

Airbnb

Mar 2019 - Apr 2020 (1 year 2 months)

Project S&G - Co-managed team of 32 contractors responsible for reviewing 1M+ Airbnb listings.

- Co-led business process development & conducted training.
- Implemented data tracking system to measure bottom-line KPIs using Google Sheets & Superset.
- Developed and implemented a QA process to ensure data integrity for 32 agents.

Project VB- Directed team of 18 contractors responsible for reviewing 500k Airbnb listings.

- Led program development from concept through early implementation.
- Deployed testing verticals (A/B testing, descriptive statistics, Chi2) & iteratively updated process.
- Trained and managed daily work of 18 agents.
- Leveraged SQL & Superset to evaluate program and report bottom-line KPIs.

Frontline Stays - Provide 100,000 rooms to COVID-19 first responders.

- Utilized Google Sheets to rapidly deploy early-stage data tracking and reporting pipeline.
- Directly responsible for overseeing 150+ people across 3 continents vetting listings.
- Coordinated with engineering and policy to simplify and implement workflow.



Data Coordinator

San Francisco AIDS Foundation

Mar 2018 - Sep 2018 (7 months)

- Created Tableau dashboards to visualize data and generate reports.
- Cleaned and managed all outcome evaluation data for 10+ programs.
- Collaborated on drafting survey questions.
- Updated patient records in eClinicalWorks.



Research Associate

Dow Jones

Sep 2017 - Mar 2018 (7 months)

- Researched venture capital firms, early-stage startups, and incubators.
- Interviewed C-level executives regarding private equity-backed funding rounds.
- Conducted primary & secondary research to construct comprehensive company profiles.

Information Technology Intern

University of Pittsburgh Global Studies Center (GSC)

Aug 2016 - Jun 2017 (11 months)

- Designed and launched a website using HTML, CSS, and Bootstrap 3 framework.
- Maintain several online databases utilizing Drupal 6 and 7 Content Management Systems.
- Assist in website migration from Drupal 6 to Drupal 7.



Research Assistant

University of Pittsburgh School of Public Health

Jul 2016 - May 2017 (11 months)

Study examining social contact patterns collected via household surveys in rural northern India.

- Conducted primary data analysis pertaining to contact patterns by age, sex, and day of week variables for master's essay. Manage and analyze data using Stata.
- Cleaned and labeled database of 48,000 records and >80 variables.
- Generated complex charts and data as needed to assist in PI goals.



Research Assistant

Pittsburgh Cancer Institute

Jul 2016 - Nov 2016 (5 months)

Pilot study assessing the role of behavioral intervention on cardiovascular health indicators in cancer survivors.

- Conducted primary data collection through structured interviews.
- Stewarded all database design and conducted analyses using Access 2013 and SAS.
- Conducted workshops pertaining to environmental cues and physical activity.
- Assisted in all phases of study execution post-recruitment.



Research Assistant

University of Pittsburgh School of Public Health

Feb 2016 - May 2016 (4 months)

Cost-benefit analysis of paid sick day laws in Pennsylvania

- Implemented arrays to estimate medical influenza costs from simulation output.



Administrative Assistant

University of Pittsburgh

Sep 2013 - Mar 2016 (2 years 7 months)

- Planned logistics of all program events, including an annual event with 20 high schools.
- Created & managed websites using HTML, CSS, & Drupal content management system
- Created all publications, including annual report. Assisted with grant writing drafting & editing.
- Completed expense reporting, replenished office supplies, and managed office space.
- Instructed First Year Foundations, a 1-credit, 15-week class with 20 freshman students.



Corps Members

AmeriCorps NCCC

Feb 2013 - May 2013 (4 months)

FEMACorps Program- External Affairs for Hurricane Sandy recovery effort in New York State.

- Assisted drafting of inter-governmental reference material pertaining to Public Assistance and Mitigation Programs.
- Helped draft press releases on different FEMA funding milestones.
- Completed training in: Individual Assistance (IA), Community Relations (CR), and Disaster Survivor Assistance (DSA)
- Managed a team blog and promoted AmeriCorps NCCC at various recruitment events.

Executive Assistant

McKees Rocks Community Development Corporation

Jan 2010 - Aug 2010 (8 months)

- Developed and managed residential properties database in MS Access.
- Redesigned and maintained organization website.
- Surveyed residential property for housing quality using ArcPad GIS software.
- Helped draft a historic preservation proposal.
- Assisted in organization's daily operations.

Education



University of Pittsburgh

Master of Public Health (M.P.H.), Epidemiology

2015 - 2017



University of Pittsburgh

Bachelor of Arts (B.A.), Urban Studies- Community Organization

2009 - 2012

Licenses & Certifications



Divemaster (DM) - PADI



IBM Data Analyst Specialization - Coursera

FP3V3HD4LFWS



Data Analysis and Visualization Foundations Specialization - Coursera

H7PTUYZT4T8B

Skills

Data Analysis • SQL • Google Apps Script • Community Outreach • Writing • Database Administration • Data Management • Nonprofits • Internet Research • Academic Writing