**Andrea Jackson**

[jacksonat@vcu.edu](mailto:jacksonat@vcu.edu)

**Education M.S. in Statistics,** Virginia Commonwealth University May 2021

**Relevant courses:** Mathematical Statistics I&II, Applied Linear Regression, Applied Data Analysis, Design and Analysis of Experiments, Linear Models, Nonlinear Regression, and Nonparametric Statistics.

**B.A. in Philosophy,** Virginia Commonwealth University May 2014

**:**

**Experience**

**Analytics Developer,** Langley Federal Credit Union, Newport News, VA

02/2021- Present

* Queried Data Warehouse using SQL to make reporting Dashboards in Tableau for Marketing and Branch Services Departments.
* Used Rstudio to create a Multinomial Regression Model to predict customer propensity to end membershipand a Binomial Regression Model to predict probability of having a direct deposit with sensitivities of 80% and 88% respectively.
* Coded API Requests in Rstudio to Insert Census Data to Data Warehouse

**Documentation Specialist,** Conduent, Chester, VA

04/2017-08/2019 & 07/2020-02/2021

* Served as Medicaid Policy SME in the Learning and Development department regarding Renewals, Intake, Eligibility determination and various State Systems
* Created procedures, scripts, and training material that adhered to Federal Medicaid policy for 200 + new and seasoned audiences.
* Created operational workflows in Visio to implement changes due to Medicaid Expansion and as needed.
* Prepared weekly reports as needed, ensuring tables and data meet specified format
* Composed and distributed weekly status meeting minutes and continuously updated completed project management tasks
* Assisted with QA department in writing appeal summaries (while referencing policy and eligibility practices)
* Created weekly KPI dashboards and reporting in Power BI

**Graduate Assistant,** VCU Rec Sports, Richmond, VA

08/2019-05/2020

* Designed and assembled the data reporting of monthly member participation and trends for all departments (Aquatics, Facilities, Outdoor Adventure and Intramural Sports) in R and Excel.
* Developed a program evaluation on efficacy of training programs through use of paired sample t-test in JMP
* Developed the Spring satisfaction survey for a sample (N= 400) of cary st. gym attendees using REDCap software

**Benefit Programs Specialist II** Dept. of Social Services, Chesterfield, VA

06/2014-03/2017

* Determined eligibility for all Benefit Programs including Energy Assistance-Cooling, Fuel and Crisis, SNAP, Medicaid-F&C and ABD, and TANF in the 3rd largest caseload county in Virginia.
* Sent and maintained 100+ new checklists each month requesting verifications for income and resources for renewals, interim reports and change reports.
* Scheduled 40+ hour long interviews each month and documented cases thoroughly to provide case summary for eligibility determination. Performed lobby duties for inquiries regarding cases for 5+ clients each day.

**Internships/ Assistantships**

**Lab Teaching Assistant,** VCU Statistics Dept. Richmond, VA

08/2020-05/2021

* Graded tests and projects for 6 STAT 210 [Basic Practice of Statistics] remotely (10-15 hrs. a week)
* Proctored tests for online sections and assisted with technical issues

**Intern,** Virginia Department of Transportation

Spring 2020 (course credit)

* Collaborated biweekly with intern team to create Linear Regression models in SAS to predict within 13% of oversight costs for the Virginia Department of Transportation
* Produced and Presented Statistical Model Report to VDOT stakeholders

**Software Skills**

SAS, R, RStudio, JMP, SQL, Microsoft Office-Word, Excel, Visio, PowerPoint

VaCMS, MMIS, ADAPT, Unisys, SAVE, SVES, Oracle, SPIDeR, RedCap, Tableau, Power BI.