

Contact

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(LinkedIn)

Top Skills

SQL
Risk Management
Mentoring

Languages

English (Native or Bilingual)

Certifications

Python Kitchen
AWS Certified Cloud Practitioner
React Complete Guide
Certified in Risk and Information
Systems Control™ (CRISC)

Jamal Hansen

Data Scientist
San Antonio, Texas, United States

Summary

Technologist and risk analyst building safe and positive customer interactions through data analysis, risk controls and technology enhancements.

Experience

JPMorgan Chase & Co.
Data Scientist Lead - Vice President
May 2023 - Present (2 years 2 months)
San Antonio, Texas, United States

Using technology to solve problems and answer difficult questions

USAA
Business Risk and Controls Lead
December 2019 - May 2023 (3 years 6 months)
San Antonio, Texas Metropolitan Area

Chase
10 years 10 months
Business Process Analyst II
March 2016 - December 2019 (3 years 10 months)
San Antonio, Tx

Identify, document and resolve issues identified in business processes to promote a positive customer experience.

Process Specialist
February 2015 - March 2016 (1 year 2 months)
San Antonio, Tx

Build a controlled environment for the operations team and solutions developers; Mentor operations specialists in technical skills to promote career growth and advancement.

Change Team Manager
January 2014 - February 2015 (1 year 2 months)

Develop and implement a resilient change management process to reduce risk and coordinate activities across multiple locations and processes.

Production Support Specialist

March 2009 - January 2014 (4 years 11 months)

Develop technology based solutions to manage and monitor the business with efficiency and transparency.

Washington Mutual

6 years 6 months

Process Improvement Analyst

August 2006 - March 2009 (2 years 8 months)

Partner with business leaders to enhance business systems and processes to improve speed, availability and security.

Data and Reporting Analyst

October 2002 - August 2006 (3 years 11 months)

Bothell, Washington

Build and distribute key indicator and performance metric reporting for call center leadership and their specialists.

Landacorp

Software Application Developer

May 1996 - June 2002 (6 years 2 months)

Chico, California

Create and maintain a unified medical management software system for hospitals and insurance companies.

Education

University of Arizona Global Campus

Bachelor's degree, Business Leadership · (January 2021 - August 2022)

CSU Chico

Business · (1995 - 1998)

Cal Poly, San Luis Obispo

Computer Engineering · (1991 - 1993)

Southern New Hampshire University

Master of Business Administration - MBA · (January 2025)

