

JASON A. DIXON

Seattle, WA 98102 | jasondixonmail@gmail.com | 404-625-4196

PROFESSIONAL SUMMARY

- In-depth experience in data analysis and ETL, reporting, visualization, and process improvement
 - Proficient in Python, Pandas, Tableau, SQL, Excel, Salesforce
 - Passionate about researching and developing innovative solutions to solve business problems
 - Strong record of cross-functional projects and team leadership
 - Experience in RDBMS's (SQLite, MySQL, MSSQL), JavaScript, matplotlib, scikit-learn, HTML, CSS
-

PROFESSIONAL EXPERIENCE

APEX LEARNING

Manager, Operations and Business Intelligence

Jan 2017 - Present

Summary: Successfully transitioned to manager role while continuing to develop analysis and reporting solutions for business problems. Regularly analyze and create reports from data sources of 60,000+ rows.

- Managed re-write of department's SSRS reports (e.g., payroll, invoicing), including gathering requirements from stakeholders, developing technical requirements, and all tests
- Managed team expansion to absorb order fulfillment function. Redesigned fulfillment process by creating new data flow, writing scripts in Python/Pandas to manipulate enrollment data and build system input documents, and communicating process changes to key stakeholders
- Create tools and solutions to automate work; e.g., wrote Python program automating email process to notify purchasers of enrollment details and new account credentials; extracted and analyzed data, built HTML templates in Jinja for various scenarios, and sent via SMTP library
- Perform projections and what-if analysis to identify business risk; e.g., performed complex teacher capacity analysis to prepare for large new contract; resulted in hiring three additional instructors
- Design actionable reports and Tableau dashboards; e.g., dashboard for success managers to communicate insights into clients' usage of course products and students' course progress

APEX LEARNING

Operations Analyst

Sep 2016 - Jan 2017

Summary: Created reports and analyzed data sets to enable better customer engagement, identify user patterns, and forecast and model resources.

- Created forecasting of teacher headcount and capacity through analysis of data in Python/Pandas and visualization in Tableau (successfully avoiding repeat of prior teacher shortage)
- Created and maintained series of engagement reports to enable student and parent outreach by email, phone, and SMS (e.g., students falling behind, course ending soon)
- Created department's first automated accounting of client usage and balances

JASON A. DIXON

Seattle, WA 98102 | jasondixonmail@gmail.com | 404-625-4196

THE CONCORDIA PROJECT

Pro Bono Volunteer - Consultant, Data Analysis

Apr 2016 - Jun 2016

Summary: Data analyst for organization's work in Nepal, including extracting, cleaning, analyzing, and presenting data from NGO's, surveys, and other sources; challenged assumptions and shaped strategy through quantitative analysis

- Researched population data from multiple sources on education, marriage, and health to provide baseline views and insights for further research
- Extracted, cleaned, and analyzed survey data of 600+ respondents to generate insights and recommendations for future research
- Leveraged Excel, Python, and SQL to import, clean, and analyze data; developed reports and visualizations in Excel, Tableau, and HTML to present insights

SPRINT CORPORATION

Senior Quality Assurance Analyst—Sales Operations

Jan 2013 - Jan 2016

Summary: Managed enterprise's sales ops QA program; executed customer experience strategy in call centers of 1200+ agents, including evaluating and coaching vendor QA teams, improving processes, and creating and analyzing reporting

- Collected and analyzed data from multiple sources to find opportunities to improve accuracy and consistency; created scheduled and ad-hoc reports
- Created presentations to communicate insights and make process improvement recommendations, including policy change on equipment to retain \$36M in annual revenue
- Developed and executed QA improvement project that increased accuracy 30% for call centers
- Collaborated with vendor and internal management on agent development and training, improving efficiency, and adapting to quickly changing business conditions like new marketing offers, products, and processes
- Gathered business requirements from stakeholders to build customer experience programs in multiple functional areas, including establishing new QA evaluation forms, reporting, and training to increase efficiency and customer satisfaction

Quality Assurance Analyst—Customer Experience

2010 - 2013

Quality Assurance Specialist—Customer Experience

2007 - 2010

Senior Service Operations Associate—Enterprise Business Channel

2001 - 2007

JASON A. DIXON

Seattle, WA 98102 | jasondixonmail@gmail.com | 404-625-4196

EDUCATION

Certificate in Data Science, General Assembly, Seattle, WA, **Nov 2016**

Bachelor of Arts (BA) in English (Rhetoric/Comp.), Georgia State University, Atlanta, GA, **May 2012**

OTHER LEARNING

Strengths-Based Team Building Workshop, Apex Learning
Executing, Monitoring, and Controlling Projects, Project Management Institute
Controlling Project Costs, Project Management Institute
Management Essentials: Directing and Delegating to Others, Sprint
Teamwork and Results Without Authority, Sprint
Building Effective Relationships Across Functions, Sprint