

Jacob Rozran

LEADER | FIXER | BUILDER | HELPER | LEARNER | CONNECTOR

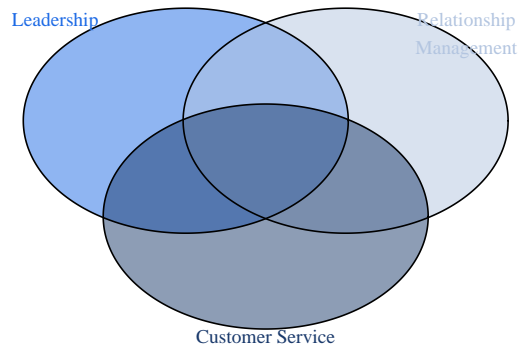
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Summary

I am a multifaceted professional who excels at leading teams, fixing problems, building products, creating and maintaining relationships, and helping customers through excellent service. I am curious and constantly learning and improving.

I love to investigate the status quo - always looking to see if there are better ways to solve challenges. I am also a technophile, interested in enhancing our world with more and more sophisticated technologies.



Experience

Xfinity Mobile Risk Management (Comcast)

Philadelphia, PA

MANAGER OF DATA ANALYTICS

Mar 2017 - Present

- Lead and manage the data analytics and engineering team for Xfinity Mobile Credit Risk Management, including hiring and training of staff analysts and engineers, collaborating with and providing analysis for stakeholders, and tracking and prioritizing all team tasking.
- Build and maintain relationships across the organization - our decisions, though data driven, are nothing without the understanding and buy-in from our partners in Product, Marketing, Finance, Care, Logistics, and Project Management.
- Provide coaching, leadership, and mentorship to all analysts on the Xfinity Mobile Risk Management team.
- Designed and built a fraud decision making tool that is responsible for a decrease in month-over-month fraud losses by 92% in 2018.
- Forecast involuntary churn (both bad debt and unit loss) for the organization on the numerous segments of our customer base.

Internet Services Engineering (Comcast)

Philadelphia, PA

SENIOR DATA ANALYST

Sep 2014 - Mar 2017

- Led a team of analysts responsible for detecting and investigating anomalies in the Xfinity Connect email platform - always striving to improve the customer experience.
- Designed and built predictive models, which improved compromised user account detection times and discovery accuracy.
- Used statistical methods to discover and automate the detection of anomalies.
- Created forecasts of user base growth and project completion.

Messaging Application Engineering (Comcast)

Philadelphia, PA

PROJECT MANAGER

Apr 2013 - Sep 2014

- Served as a Project Manager and ScrumMaster for the Messaging Application Engineering (MAE) team.
- Managed the scheduling and owned the priorities for multiple work streams and teams.
- Instituted and evangelized Scrum on both the email and voicemail teams, which led to higher team productivity, better communication across teams from development through deployment to production, and improved interaction with our product owners.
- Obtained my Project Management Professional (PMP) and Certified ScrumMaster (CSM) certifications.

NCS Main Study Information Management Systems Project (Booz Allen Hamilton)

Rockville, MD

IMPLEMENTATION MANAGER

Nov 2010 - Apr 2013

- Served as the Implementation Manager and Site Administrator for the National Children's Study (NCS) Portal, a Microsoft SharePoint 2010 web application, the NCS Application Homepage, and NCS Password Self Service.
- Developed a configuration change process for the NCS Portal that streamlined the enhancement process for the site and provided the client with quicker updates while still meeting contractual and firm guidelines.

NAVAIR RIS Project (Booz Allen Hamilton)

Lexington Park, MD

FINANCIAL ANALYST/PROJECT MANAGER

Nov 2009 - Oct 2010

- Developed a financial tracking system for client, which allowed key stakeholders to view current and projected funding over the lifetime of the contract.
- Tracked current funding for multiple engineers and monitored the expenditures of funds on their contracts, which ensured that projects remained on budget.

Experience (Continued)

Greater Philadelphia Chamber of Commerce

Philadelphia, PA

ASSISTANT, CUSTOMIZED PROJECT DEVELOPMENT

Apr 2007 - June 2009

- Managed the Young Professionals Network (YPN), an affiliate of the Chamber with over 1,100 members, which saw a growth in membership of more than 35% over tenure.
- Created and managed the social networking presence for YPN.
- Coordinated and planned the monthly YPN networking events and the yearly YPN Golf Outing.

Starbucks Coffee Company

MD & PA

BARISTA

June 2003 - Apr 2007

- Provided legenday customer service, accurately handled till & took customer orders, and crafted amazing beverages.

Volunteer

Data Jawn Conference

Philadelphia, PA

ORGANIZER

Apr 2019 - Present

- Assisted in promotion, speaker selection, and day-of-event logistics for the Data Jawn, a Philadelphia data conference highlighting the great work of our local data commnuity.

Montgomery County Public Defender

Norristown, PA

DATA ANALYST

May 2016 - Jun 2017

- Assisted Montgomery County Public Defender to define an analytics strategy to support competitive salaries and fair defence for all Montgomery County residents.

Education

Villanova University

Villanova, PA

MASTERS OF SCIENCE - APPLIED STATISTICS

2015 - 2017

- Completed my program while working full time

Drexel University

Philadelphia, PA

BACHELORS OF SCIENCE - BUSINESS & ENGINEERING

2004 - 2009

- Drexel Representative for Student Lobbying Day in Harrisburg, PA, 2009
- Drexel University Traditions Council Treasurer, 2007 - 2009
- Dean's List, 2006, 2008
- Drexel Representative to Colonial Athletic Association's Student Athlete Advisory Committee, 2006
- Drexel University Varsity Soccer Player, 2004 - 2006