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| **Naeemah Aliya Small** |  | **Address**: |
| **Mobile**: (520) 405-2724 |  | 43812 West Rio Grande Drive |
| **Email**: naeemahaz@gmail.com |  | Maricopa, Arizona 85138 |

My strongest asset is my work ethic and my willingness to step in when needed. I’m not afraid to take on a difficult client or do a project that nobody else wants because those are the clients and projects are like education to me - helping me to grow, develop and to learn something new. I typically love to work outside of my job description and do whatever is asked of me. I'm not above any single task, and I take great pride in my ability to step in and adapt to any situation to get the best results for the company.

I believe that my greatest strength is the ability to solve problems quickly and efficiently. I can see any given situation from multiple perspectives, which makes me uniquely qualified to complete my work even under challenging conditions. That problem-solving skill, allows me to be a better communicator. I am just as comfortable speaking to senior executives and junior team members. I think my ability to see all sides of an issue will make me a great asset to the company.

**Planning & Organizing**:

* I take the initiative to generates ideas for improvement and make suggestions in innovations.
* Plans and organizes tasks and work responsibilities to achieve objectives.
* Sets priorities and schedules activities; using Agile.
* Allocates and use resources properly.

**Teamwork & Adaptability**:

* Adapts to changing work environments, work priorities and organizational needs.
* I support group decisions and puts goals ahead of my own goals.
* Maintains confidentiality and meets own commitments.
* Adheres to organizational policies and procedures.
* Able and willing to share and receive information.
* I can interact with people effectively.

**Decision Making & Problem Solving**:

* Considers all pertinent facts and alternatives before deciding on the most appropriate action.
* I use sound judgment to make good decisions based on information gathered and analyzed.
* I always develop a solution to the most difficult problems.
* I can express my ideas effectively.

**Reliability & Stress**:

* I display emotional resilience and the ability to withstand pressure on an on-going basis.
* I take personal responsibility for work performance and stick to my commitments.
* I deal with difficult situations while maintaining performance.
* I complete my work in a timely and consistent manner.

I would love the opportunity to discuss how I can contribute to your company. Thank you in advance for your consideration, and I look forward to hearing from you.

Sincerely,

Naeemah Aliya Small

**Naeemah Aliya Small**

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**(520) 405-2724 naeemahaz@gmail.com**

**Analyst**

An Analyst with a track record of success in the collection, analysis and manipulation of large datasets. Expert ability to analyze and interpret complex data models to identify key operational impacts to drive positive results. Advanced leadership skills with the ability to establish strong partnerships with cross-functional teams to support continuous process improvement. Technically proficient in multiple systems, tools and applications for data management and analysis. Fluent in English and Japanese.

**Published:**

**Clean Your Data in Seconds with This R Function**

https://datascienceplus.com/clean-your-data-in-seconds-with-this-r-function

**Cleaning & Modifying A Dataframe – Python**

https://datascienceplus.com/cleaning-modifying-a-dataframe-python/

**Why Are Employees Happy or Not Happy At Their Employment – Python Decision Tree**

https://github.com/naeemahaz/Employee-and-Company-Hiring-Model.git

**Achievements:**

* Helped implement a new program focused on assisting at-risk clients in achieving additional resources based on crisis hotline data, including volunteer companions and cleaning services; new program significantly lowered hotline call volume during historically high seasons. Program helped introduce the nationally recognized program, *Zero Suicides*.
* Created and implemented a system for tracking KPIs across all departments to ensure optimal performance; top-performing team members were rewarded with Magellan Money as an incentive for high metrics.
* Selected to participate in a special project for promoting the utilization of a new authentication product/service;

recommended the introduction of the new service to loyal customers to enhance enrolment using Qualitative and Quantitative Research. Created a training video on how to promote authentication service for all team members.

* Worked closely with the vice president to develop a strategy for promoting new credit card products and services to targeted customers and other programs to increase company revenue using Machine Learning.
* Developed a complex auditing system for the Data Management department to identify and monitor potential

compliance flags at clinics for not having proper DEA licenses, leading to $5M savings in avoided fines.

* Oversaw the Quality of Care Investigation process; initiated investigations and reported information to the Quality Management Committee and executive leadership.
* A member of the Leadership in the Chase BRG Aspire to promote diversity at Chase and in the community.
* I started a JPMorgan and Chase Quantitative Ignite group in Phoenix in order to promote technological advancement in the State of Arizona.
* Assisting in new product development to ensure proper coverage and profitability, performing pro forma analysis on pricing strategies and evaluate product performance by leverage insights to optimize pricing strategies and business development strategies – by using Python and R.

**Areas of Excellence:**

Qualitative and Quantitative Research • Data Planning & Analysis • Business Analysis • Strategic & Tactical Planning • Business Process Optimization • Deep Learning • Recommender •

Products, Services, Price, and Sales Analytics • Growth Analytics • Cross-Functional Collaboration • Process Improvement •Database Management • Predictive Modeling/Forecasting

• Executive Presentations • Program Analysis • Process Analysis & Restructuring • Technically Proficient

**Professional Work History**

**Bank of the West, Tempe, AZ** November 2019 – Present

**Risk Analyst**

Perform business research that's designed to improve business processes and support decisions that contribute to the growth of profitable.

* Designed and maintained using VBA and Access to automation reports for the executive leadership
* Designed control flows for 1LOD, 2LOD, 3LOD and 4LOD
* Created and maintained using Tableau dynamic dashboards for visibility of compliance activities
* Created, tested and integrated a work around for the Aurora install for users without terminating their VPN connection

**CHASE, Phoenix, AZ** October 2016 – August 2019

**Debit Card Fraud Specialist/Business Analyst/Quantitative Analyst**

Facilitate extensive data analysis to identify potentially fraudulent transactions and implement appropriate corrective action to mitigate risk. Develop and maintain strong customer relationships to support the execution of fraud identification and prevention procedures. Ensure overall compliance with regulatory standards and procedures. Initiate contact with the customer regarding potential fraud to implement and facilitate immediate response as required.

* Conduct a high-volume of investigations, data analysis, and quality control to mitigate fraud risk.
* Created macros in Excel VBA to filter all transaction information, including dollar amount and location to identify potentially fraudulent information; the new business process was standardized across the group while pulling data from Oracle using SQL aggregation and sub-queries.
* Selected to participate in a special project for promoting the utilization of a new authentication product/service; recommended the introduction of the new service to loyal customers to enhance enrollment using Qualitative and Quantitative Research. Created a training video on how to promote authentication service for all team members.
* Worked closely with the vice president to develop a strategy for promoting new credit card products and services to targeted customers and other programs to increase company revenue using Machine Learning.
* Selected to work on UAT projects with planning, designing, execution and bug fixing

**MAGELLAN HEALTHCARE SERVICES, Phoenix, AZ & St. Louis, MO** September 2013 – April 2015

**Senior Analytics & Outcome Specialist/Network Business Analyst II**

Served as a valuable resource for collecting, analyzing and maintaining key data related to programs for individuals receiving benefits and healthcare services from government resources. Developed and implemented strategies and processes for managing data, introducing new technologies to drive continuous process improvement. Worked closely with cross-functional teams, government agencies and healthcare professionals to facilitate daily tasks.

* Built and maintained Crisis System Providers Outcomes Dashboard, Peer and Family Run Agencies Dashboard, Employment Providers and Adult SMI Providers Balanced Scorecard Staff Evaluation.
* Created a monthly report for the AZ state government outlining money spent at each clinic, as well as other key data related to individuals receiving benefits, including employment status, career services resources and lifestyle data by using SQL queries; implemented all data into matrix system for accurate tracking.
* Developed a complex auditing system for the Data Management department to identify and monitor potential compliance flags at clinics for not having proper DEA licenses, leading to $5M savings in avoided fines.
* Pulled data from the suicide/crisis hotline and identified key factors for increased call rates; presented demographics regarding individuals, season and geographical area to secure additional services for clients.
* Helped implement a new program focused on assisting at-risk clients in achieving additional resources based on crisis hotline data, including volunteer companions and cleaning services; new program significantly lowered hotline call volume during historically high seasons. The program helped introduce the nationally recognized program, *Zero Suicides*.
* Created and implemented a system for tracking KPIs across all departments to ensure optimal performance; top-performing team members were rewarded with Magellan Money as an incentive for high metrics.

**Additional Experience**

**STRIVING FOR PI, Phoenix, AZ** October 2004 – Present

**Senior Communications Writer & Content Producer**

Contracted by clients to create digital content across various verticals, including music, entertainment, and news. Coordinate and lead project teams, handling all project tasks, including budgeting, planning, and scheduling. Conducted Market Research in the realm of Quantitative and Qualitative Research for television and film scripts for Independent and Studio projects. Produced nominated Anime web series for the public. Produced and host podcasts for the public.

**Technical Skills**

Python 3.0, R, SQL, Spark, Microsoft Office, Tableau, Power BI, Azure, SQL, VBA, Visio, Xcelsius, Cognos, Toad, Oracle, Jira, Content Management, AS400, Azure Machine Learning, Jupyter Notebook, Agile Methodologies

**Outreach Experience & Affiliations**

* The Order of the Eastern Star
* Volunteer – various charitable organizations for Alzheimer’s, Cancer and Juvenile Diabetes Research, Meals on Wheels, as well as other organizations (scholarships and backpacks for underprivileged youth)

**Education**

MASSACHUSETTS INSTITUTE OF TECHNOLOGY – *Master of Science, Data Science, and Statistics (Exp. June 2020)*

BERKELEY UNIVERSITY – *Master of Science, Marketing Analytics - 2018*

PIMA COMMUNITY COLLEGE – *Associate of Arts, Mathematics/Film - 2006*

COMPUTER CAREER CENTER – *Technical Degree, PC/LAN Specialist -1996*

**Professional Development**

*Microsoft Data Science & Machine Learning Essentials with Azure & R Programming -2018*

*Microsoft Excel for Data Analyst - 2017*

*MIT Cybersecurity: Technology, Application & Policy - 2016*

*R Statistics & Tableau 9 Essential Training - 2016*

*Statistical Thinking for Data Science & Analytics - 2015*

*Introduction to Project Management -2016*