DEZMOND RICHARDSON

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EDUCATION

GEORGETOWN UNIVERSITY, McDonough School of Business **Washington, DC**
Master of Science in Business Analytics *December 2024*

GEORGETOWN UNIVERSITY, Georgetown School of Continuing Studies **Washington, DC**
Master of Professional Studies in Technology Management, Enterprise Analytics & Modernization *December 2019*

GEORGETOWN UNIVERSITY, Georgetown College of Arts & Science **Washington, DC**
Bachelor of Science in Psychology & Sociology; Minor: Theology *May 2016*

TECHNICAL SKILLS & CERTIFICATIONS

- Programming Skills: SQL, Java, Python (Numpy, matplotlib,pandas,sklearn,vega-altai,plotly.pyr), R (ggplot2,dplyr,tidyr), Excel

- Certifications: Data Programming, Data Scientist (Python, R, and Data Visualization), AWS Academy Graduate - AWS Academy Cloud Foundations

- Additional Skills: Excel (Pivot Tables), Salesforce CRM, Predictive Analytics (data mining and modeling, database management), Machine Learning, JIRA, ETL (Extract / Transform / Load), Microsoft Suites, Microsoft Power Query, Visual Studio, SQL Server Management Studio, Slideshare, PowerPoint, Audit Compliance

RELEVANT EXPERIENCE

GEORGETOWN UNIVERSITY, OFFICE OF ADVANCEMENT **Washington, DC, USA**
Assistant Director for Data Analytics & Strategy (Annual Giving) *August 2022 – Current*

- Perform ongoing analysis and reporting for fundraising initiatives across 29 Varsity Programs and Annual Giving teams spanning 5 business units.

- Drive the enhancement and optimization of fundraising systems, processes, reports, dashboards, and data visualization tools utilizing Excel, Salesforce, Tableau, and R (ggplot2).

- Establish comprehensive policies and procedures to ensure prioritized and effective fulfillment of Annual Giving's reporting and analytics requirements.

UT SOUTHWESTERN MEDICAL CENTER, INFORMATION RESOURCES *Dallas, Tx, USA*
Senior Data Analyst, Diversity, Equity, Inclusion (Lead Dept. Analyst) *May 2023 - July 2023*

- Led data steward, ensuring 100% data accuracy and mitigating audit/data risks.

- Efficiently managed and delivered projects, maintaining adherence to timelines and deliverables, resulting in a 15% increase in project completion rate. Fostered transparent communication through regular status reports to departmental leadership.

- Coordinated data submission to the federal government, regulatory agencies, and funding organizations with 100% compliance. Streamlined DEI data modeling, mapping, and architecture efforts, reducing request lifecycle by 30%.

GEORGETOWN UNIVERSITY, OFFICE OF ADVANCEMENT **Washington, DC, USA**
Senior Data Analyst, CRM Group Coding (Constituent Records Department) *May 2022 – November 2022*

- Served as the key point of contact between University Event Staff and Cvent, overseeing hundreds of events that collected millions of data points from constituents annually.

- Regularly managed API integrations between i-modules, Cvent, and Salesforce, ensuring a seamless flow of constituent data.

- Implemented efficient data organization and cleansing processes using SQL, Salesforce, and Mulesoft's Data Loader for signature events

Data Analyst, CRM (Constituent Records Department) *July 2018 – April 2022*

- Provided efficient troubleshooting and resolution of system and data integrity inquiries across multiple channels including G-chat, Email, Freshservice, Salesforce CRM, and phone.

- Led the training and management of a team of 5 employees for routine data integrity projects within Salesforce CRM, ensuring accurate and reliable data.

- Successfully executed large-scale data integrity projects utilizing Mulesoft's Data Loader tool, impacting thousands of constituent records

GEORGETOWN UNIVERSITY LAW CENTER, INFORMATION SYSTEMS TECHNOLOGY **Washington, DC, USA**
Tier 1 Help Desk Technician *August 2017 – February 2020*