

Pablo A. Jordan, MBA, PMP, PMI-ACP

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Accomplished professional with over 14 years of diverse experience directing business and technology initiatives using data analytics, program management and business principles to solve complex problems now in the Insurance industry and previously in the Oil & Gas. Currently, leading and advising digital transformation and data analytics programs using certified abilities in strategic management, agile management, and value-driven delivery. In addition to my engineering background and an MBA, I utilize various open-source technologies to tackle data science initiatives. Self-starter with a qualitative and quantitative approach to solve both technical and business problems using analytics and business principles.

PROVEN EXPERTISE

- Strategic Management
 - Agile Digital Transformation
 - Data Science & Business Data Analytics
 - Team Leadership & Performance
 - Continuous Improvement (Product & Process)
 - Project Portfolio Management
 - Operations Optimization
 - Quality Management Implementation
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TECHNICAL PROFICIENCY

Programming: Python, API Interactions, VBA Scripting, JavaScript, Machine Learning
Data Visualization: Seaborn, Plotly, NumPy, Matplotlib, Tableau, HTML, CSS, Leaflet, PowerBI
Database: SQL, MongoDB, Hadoop, Snowflake
Other: Git Bash/Hub, SharePoint, MS Project, MS Office, MS Visio, Blockchain

PROFESSIONAL EXPERIENCE

American International Group (AIG) – Houston, TX

PMO Officer – Long Duration Target Improvements (LDTI)

2020 to Present

Associate Director – Strategic Initiatives

2017 to 2020

Key Contributions:

- PMO officer responsible for leading, designing, planning and executing the Reporting & Analytics workstream of the LDTI program, a ~\$68M overall program budget. Also, playing a key role by providing program management and execution support for data and actuarial work streams.
- Led and developed the Vision 2021 central reporting application for Life & Retirement Executive Team leveraging data analytics and business intelligence. Successfully collaborate with Life & Retirement L4 leaders across business units and support functions to identify, interpret and collect the business metrics approved by Life & Retirement Executive Team. Responsible for the entire cycle of the analytics program from business understanding, data preparation, exploratory analysis, model design and deployment.
- Provided data analytics support to the Customer Analytics & Insights team in the elaboration of a BI tool for the retirement services call-center in order to have a better operational view of over 700 repeat callers in a week and its respective sentiments score. Responsible for data extraction, transformation, and query creation using Power BI DAX and SQL. Support with the development of training materials for the end-users and managed the dashboard access, updates and QA during the entire UAT process.
- Led the redesign of business process and direct the exploration and implementation of various digital technology solutions for the Life & Retirement Compliance organization. Advise in the redesign of technology infrastructure with over 3500 users among 4 AIG affiliates. Directly impact the automation and centralization of compliance surveillance to comply with FINRA and SEC regulations.
- Developed selection criteria and ran a rigorous RFP process to identify a digital archiving solution that enables over 1500 registered representatives to leverage text messaging and social media for sales and services while meeting FINRA regulation.
- Effectively managed the transition to a cloud-based system for the daily pricing and trading of \$360M in variable account assets across life, annuity, and mutual fund portfolios to improve risk management and control. Managed relationships with outside vendors and coordinated across multiple internal functions. Elimination of over 15 subsystems, enhancing the productivity and effectiveness of the business unit by 25%.

Adjunct Instructor – Houston, TX

2020 to Present

Rice University – Susanne M. Glasscock School of Continuing Studies

Financial Technology (FinTech) and Technology Project Management Instructor for professionals. Teaching and intensive 6-month FinTech and Technology Project Management program. Each program involves 200+ hours of a rigorous and extensive curriculum with the following topics:

PROFESSIONAL EXPERIENCE Continued

- **Technology Project Manager Program:** Program Management Leadership, Traditional Project Management, Agile Methodologies, Hybrid Project Management, Project Management in Operations.
- **Financial Technology (FinTech) Program:** Python Programming, Financial Analysis & Modeling, Time-Series, Machine Learning, Algorithmic Trading, SVM, Regression, Scikit-Learn, TensorFlow, Keras, AWS SageMaker, Solidity smart contracts, Blockchain, SQL, Databases, PyViz, API Integration, and Cryptocurrency.

Bureau Veritas Company – Houston, TX

2012 to 2017

Engineering Services Manager - USA & Latin America

Clients: EOG Resources, Pacific Rubiales, Shell, Repsol, Hunt Oil, Pan America, YPF, Schlumberger IPM

Latin America Business unit leader responsible for business strategy, operational planning, and performance analysis. Spearheaded a cross-functional team of 4 project managers, 20 quality auditors, and field engineers. Oversaw a portfolio of projects related to asset and preventive maintenance management and drill stem engineering. Advised on the quality management system, integrated materials management, asset compliance management and lean practices for offshore and remote land operations.

Key Contributions:

- Successfully led the development and implementation of Latin America strategic plan by interfacing with senior executives, formulating tactical plans, and devising business strategies.
- Proved instrumental in the planning, resourcing, and execution of up to 10 Oil & Gas Upstream quality management and failure prevention analytics programs in the region with revenue of more than \$8M/year.
- Delivered impeccable support to executive management for the creation of regional strategic plans and annual budgets, facilitating sales and procurement contracts.
- Harnessed astute analytical capabilities and advised clients on the accurate development and implementation of multi-year contracts in compliance with quality management terms.

Schlumberger Technology Corporation – Houston, TX

2006 - 2012

Engineering Project Manager

Clients: Petroleum Development Oman, Abu Dhabi Onshore, Oxy Corp, Pertamina Corp, Devon, Petrobras

Identified skill gaps, assessed project requirements and developed project management plans. Fostered congenial relations with clients through effective management of 16+ stakeholders and 120+ communication channels. Managed new technology projects by ensuring strategic coordination between Schlumberger-Houston headquarters and worldwide locations.

Automated Data Processing Insurance Agency, Inc (ADP) – Atlanta, GA

2005

Process Engineer

Review and analyse operational activities for the call center and support functions and recommend enhancements and solutions using six sigma methodologies. Re-design operational process ensuring lean integration across each support function.

EDUCATION

Master of Business Administration

The University of Texas at Austin, Texas

Bachelor of Science in Industrial Engineering

Georgia Institute of Technology, Atlanta, Georgia

PROFESSIONAL DEVELOPMENT

AGILE Certified Practitioner, PMI-ACP #2557213, Project Management Institute

Project Management Professional, PMP #2011007, Project Management Institute

Business Analytics Specialization, The University of Pennsylvania, Wharton School of Business

Six Sigma Green Belt, Certification #12100254, Institute Of Industrial Engineering