

Stephan Pichardo, MSDA, MBA

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Professional Summary

Innovative project manager and statistician with multiple graduate degrees and over 10 years of leadership experience. Skilled in delivering data-driven insights that drive growth. Strong expertise in data product delivery, project management, and product ownership. Highly effective presenter and liaison between stakeholders, with a confident and organized style of communication.

Skills

Data Handling: ETL/ELT, Scripting, Data Engineering, Governance, Row-Level Security, Automation, PMI, HIPAA, Dashboards
Business Development: SaaS, Government Contracts, Recruiting, Marketing, Proposal Writing, B2B Partnerships, Change Management
Languages and Platforms: SQL, Python, R, M, C#, JavaScript, SAS, VBA, Azure, AWS, PowerBI, PowerAutomate, SSRS, Snowflake, Qlik, Tableau
Communication: Public Presentations, Product Showcases, Stakeholder Interviews, Booth Management, Training, Sales Enablement
Project Management: Scrum/Agile Frameworks, Requirements Gathering, ERP, Support Ticketing

Employment History

BI Product Owner, NaphCare Inc.

Birmingham, AL | Feb 2023 – Present

- **Led the conceptualization, development, implementation, and continued maintenance of a new industry-leading BI product**
- **Created a multimillion-dollar revenue stream and strong competitive differentiation, propelling valuation past \$1bn**
- **Doubled the billable feature requests delivered** by the reporting and data science department
- Revolutionized workflows at the enterprise and clinical level by **directing migrations to modern data platforms**
- Improved database workloads end-to-end by automating existing pipelines with **sophisticated scripting**
- Managed complex PMI and legal compliance deliverables across numerous production databases, both cloud and on-prem
- Supported successful bid process by **presenting industry-leading SaaS features** as a product owner
- Presented company values and innovations at major industry conferences **drawing standout crowd engagement**
- **Reduced support ticket load nearly 100%** for core data products by creating improved standards for **data transparency and accuracy**

Owner-Operator, SP Test Prep

Holbrook, NY | Sep 2017 – Jan 2023

- Built a successful education brand from the ground up, specializing in STEM achievement and high-end college admissions
- **Developed a Snowflake cloud database** to manage business processes at scale
- Applied data-driven advertising and SEO strategies towards growth and procurement
- Developed Tableau dashboards for keeping track of client trends, revenue forecasting, and growth opportunities

Behavioral Specialist, East End Disability Associates

Riverhead, NY | Jun 2015 – Aug 2017

- Designed data-based behavioral intervention plans for special needs individuals
- Maintained up-to-date knowledge in special needs research and applied strategies towards improved patient care and education
- Measured behavioral outcomes over time and developed supplemental curricula while presenting findings

Healthcare Data Administrator, Universal Health and Rehab

Islip, NY | Apr 2011 – Jul 2015

- Managed the processing, integrity, and availability of HIPAA data
- Assisted with bilingual patient education and record management
- **Improved workflows** by planning and executing IT solutions

Education

Master, Computer and Information Science	Western Governors University Millcreek, UT Sep 2022 – May 2023
Master, Business Administration and Management	Western Governors University Millcreek, UT Sep 2023 – May 2024
Bachelor, Applied Mathematics	SUNY Empire State Westbury, NY Sep 2018 – May 2020
Associate, Engineering Mechanics	Suffolk County Community College Selden, NY Sep 2013 – May 2015