

Stephan Pichardo, MSDA, MBA

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Portfolio Website: <https://peachy22.github.io/pichardo-cv/> | LinkedIn: www.linkedin.com/in/stephanpichardo/

SUMMARY

Dynamic business leader and data platform architect with multiple advanced business and technical degrees. Extensive experience driving growth through innovation, analytics, and strategic relationship management. Proven success in leading cross-functional teams, bringing scalable data-driven products to market, enhancing client relations, and transforming insights into competitive advantages.

KEY SKILLS

Leadership & Management: Agile Project Delivery, Operations Oversight, Change Management, Product Management

Data & AI: ETL Orchestration, Database Administration, Security, Cloud Services, KPI Development, Modeling, Forecasting, AI Integration

Marketing & Product Management: Trade Shows, Keynote Presentations, Proposals, Government Contracts, Brand Development

Platforms & Languages: AWS, Azure, SQL Server, Power Platform, Tableau, Snowflake, SAS, Python, Javascript, SQL, R

EMPLOYMENT HISTORY

Power Platform Architect, NaphCare Inc. Birmingham, AL | Feb 2023 – Present

- Led the development and launch of **TechCareBI**, a modern Business Intelligence product for correctional healthcare, integrating **data warehousing, ETL pipelines, and dashboarding** to enable actionable insights.
- Partnered with executives and business leaders to define product strategy, **translate business requirements into technical specifications**, and establish market positioning and go-to-market frameworks.
- Directed enterprise-level migrations to **cloud-based data platforms and analytics ecosystems**, improving operational efficiency, reducing latency in reporting, and enhancing service delivery.
- Presented company solutions at major national conferences, demonstrating **BI platform capabilities, data visualizations, and outcomes-driven analytics**, boosting brand visibility and stakeholder engagement.
- Collaborated with legal, compliance, and proposal teams to strengthen bid submissions, integrating **data governance and reporting frameworks** to secure long-term contracts.
- Instituted **data quality standards and automated validation checks**, reducing operational risk, lowering support workloads, and improving client satisfaction.

Owner-Operator, SP Test Prep Holbrook, NY | Sep 2017 – Jan 2023

- Built and scaled a successful education business through strong brand positioning, marketing strategy, and **data-driven decision making**.
- Developed an **end-to-end database and analytics system**, including data pipelines, dashboards, and performance metrics, providing actionable insights on student trends and operational efficiency.
- Leveraged **digital marketing analytics, SEO data, and customer segmentation** to expand brand reach and sustain year-over-year revenue growth.
- Managed all business operations, including finance, recruitment, and CRM systems, implementing **data-informed operational processes** to optimize resource allocation and customer satisfaction.

Behavioral Specialist, East End Disability Associates Riverhead, NY | Jun 2015 – Aug 2017

- Applied data-driven methodologies to design and evaluate individualized behavioral improvement programs.
- Collaborated with multidisciplinary teams to align program outcomes with organizational objectives and compliance standards.

Healthcare Data Administrator, Universal Health and Rehab Islip, NY | Apr 2011 – Jul 2015

- Streamlined HIPAA-compliant data management processes and implemented new IT systems to enhance administrative performance.
- Supported leadership with analytics and process improvement recommendations that reduced operational delays.

EDUCATION & PROFESSIONAL DEVELOPMENT

AWS Certified Data Engineer	Amazon Web Services Dec 2025
Masters Degree , Business Administration and Management	Western Governors University Sep 2023 – May 2024
Azure Certified Enterprise Analyst	Microsoft Jul 2023
Masters Degree , Computer and Information Science	Western Governors University Sep 2022 – May 2023
Data Science & Machine Learning Specialization	Johns Hopkins University Jan 2022
Bachelors Degree , Applied Mathematics	SUNY Empire State Sep 2018 – May 2020
Associates Degree , Engineering Mechanics	Suffolk County Community College Sep 2013 – May 2015

SELECTED PORTFOLIO PROJECTS @ <https://peachy22.github.io/pichardo-cv/>

OLTP → OLAP Lakehouse (AWS, Python) – Built an end-to-end cloud ETL pipeline and OLAP warehouse, culminating in live gold-layer artifacts that track student engagement, tutor allocation, and performance trends to drive operational efficiency.

Market Basket Analysis (R) – Analyzed purchase affinities, uncovering cross-sell opportunities and informing merchandising strategy.

Health Network Readmission (Tableau) – Tracked hospital readmissions, reducing operational risk and highlighting intervention areas.

Mortgage Approval (Python) – Built predictive model enhancing mortgage approval accuracy and risk assessment.

Revenue Projection (R) – Developed forecasting model enabling scenario planning and data-driven financial strategy.

Disaster Preparedness (R) – Modeled survivability from the 2015 Nepal earthquake to inform actionable readiness measures.

Customer Sentiment Analysis (AI NLP) – Extracted insights from unstructured feedback, shaping strategic business decisions.