Stephan Pichardo, MSDA, MBA

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SUMMARY

Dynamic business leader and statistician 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, C#*

EMPLOYMENT HISTORY

BI Product Owner, 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 a cloud-based data platform and analytics ecosystem**, 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, **enhancing 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.

Managing Owner/.NET Developer, SP Test Prep   **Holbrook, NY | Sep 2017 – Jan 2023**

- **Built and scaled a successful education startup** through strong brand positioning, marketing strategy, and data-driven decision making.

- **Deployed a custom SQL Server–based CRM** with analytics-ready schema design, enabling downstream BI modeling of leads, enrollments, revenue, and tutor utilization.

- **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**, 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.