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: *Database Administration, Security, Cloud Services, KPI Development, Modeling, Forecasting, AI Integration*
Sales & Marketing: *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

BI Product Owner, NaphCare Inc.   **Birmingham, AL | Feb 2023 – Present**

- Led the development and launch of a new Business Intelligence product line, TechCareBI, for correctional healthcare applications
- Partnered with executives and business leaders to define product strategy, market positioning, and go-to-market frameworks
- Directed enterprise-level migrations to modern data platforms, optimizing operational efficiency and service delivery
- Presented company solutions at major national conferences, elevating brand visibility and stakeholder engagement
- Collaborated with legal, compliance, and proposal teams to strengthen bid submissions and secure new long-term contracts
- Instituted new data quality standards, significantly reducing operational risk and support workload while enhancing client satisfaction

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

- Built and scaled a successful education business through strong brand positioning and keen marketing strategy
- Developed an end-to-end database solution feeding performance dashboards towards actionable insights on trends and intelligence
- Leveraged digital marketing, SEO, and customer data insights to expand brand reach and sustain year-over-year revenue growth
- Managed all business operations, including finance, recruitment, and customer relationship management

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