

# 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*

## 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 **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.