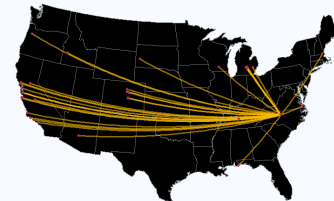


# PHILIP WALKER

I am a driven problem solver, passionate about empowering teams to enact creative solutions addressing the deep rooted challenges around us. I am an agile and practiced learner, having adapted to multiple new roles and industries. A large motivator for me and present within every prior role, is to partner with my customers and quickly produce actionable tools.



## WORK EXPERIENCE

2022  
|  
2021

### Director, Enterprise Insights and Analytics

Tanger Outlets

📍 Greensboro, NC / Remote

- Founding member of the Enterprise Insights and Analytics group, developing a team to break down functional silos and provide actionable insights throughout the enterprise. Managed multiple vendor relationships, ensuring the team could provide solutions to the business while also adjusting resource availability as needed. Provided analytical support to Operations, Sales, Office of the President, Investor Relations and Marketing teams.
- Developed and deployed automated analytical solutions using MS Office products and R/Rstudio. Partnered with many business units, utilizing many different analytical toolsets (including but not limited to: geospatial analytics, surveys, forecasting, VOC, NPS and scenario planning) to drive towards actionable insights.
- After understanding the team had multiple siloed and conflicting reporting solutions, I designed, developed and implemented a reporting solution for the Marketing team to access unified and standardized metrics, driving the team towards high priority internal performance goals. Streamlined report creation and distribution from a multiple day manual and error prone process to an automated code driven solution, taking 1/10th of the original creation time.

2021  
|  
2019

### Population Health and Operation Analytics, Consultant

Enterprise Analytics, Cone Health

📍 Greensboro, NC

- Partnered with the data science team to develop tools, methodologies and documentation for analytics teams to better streamline our work via an analytics ecosystem in R. Developed and implemented training for new R users to help transition them from a spreadsheet perspective to a robust and repeatable analytics pipeline.
- Developed geospatial analyses to characterize vulnerable communities whose needs were not being met, allowing Cone to better prioritize their resources and address the greatest need first. Developed a model, using spatial autocorrelation, to statistically highlight health disparities. The model was used to understand COVID vaccination access and allowed for leaders to test potential scenarios and understand how those communities would benefit from different outreach strategies.
- Worked with hospital and community service leadership to pinpoint and help address COVID related recovery across the healthcare system through the development of forecasting models at scale and continuous deployment of an interactive Shiny application for self-service and guided discovery.
- Partnered with HR leadership to understand the disparity between the employee population and the desired alignment with Cone's mission of matching the patient population. Performed a survival analysis to locate and address variation in tenure across our employee population.

2019  
|  
2016

### Sr Business Process Analyst

Jackson National Life

📍 Lansing, MI

- Lead Analyst within Operations developing actionable metrics and automated reporting for the Operations-wide Command Center. Partnered with multiple business units across Operations to develop data-driven solutions to problems. Utilized Agile methodologies within the team to help improve workspeed and quickly provide MVP for the customers.
- Daily utilization of statistical programming in R/SAS to develop metrics, tools, reporting applications for multiple Operations customers.
- Served as internal Systems Administrator, increasing the accessibility and knowledge of SAS, R, Python, VBA, SQL to the entire analytics team. Provided mentorship to new users of analytics stack, deploying a knowledge base to reduce tribal knowledge and expose best practices to all end users within Operations

## CONTACT

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## SKILLS

**Languages:** R/RStudio, SQL, Git, SAS/Enterprise Guide, MS Office, Basics of Python, JIRA

**Applications:** SSMS, Shiny, Tableau, PowerBI, JMP, Minitab, NICE IEX Workflow Management

**Methodologies:** Time Series Forecasting, Optimization, Automated Reporting, Metric/KPI development, Lean + Six Sigma manufacturing principles, Agile Development

## EDUCATION

B.S. Industrial Engineering  
M.E. Integrated Tech Mgmt  
California Polytechnic St. Univ, SLO  
Graduated: 2012 | GPA: 3.89

## CERTIFICATES

### DataCamp

- \* Data Scientist with R
- \* Machine Learning with R
- \* Spatial Analysis
- \* Network Analysis
- \* Shiny Fundamentals

2015  
|  
2012

## Process Engineer II

HGST, a Western Digital Company

📍 San Jose, CA

- Lead Process Engineer for five layers in CMP process in Class 100 clean room supporting 24/7 manufacturing. Daily use of statistical analysis and manufacturing automation to control and continually improve process capability. Lead engineer for in-situ wafer measurement and control.
- Daily utilization of SAS/SQL programming and statistical knowledge to develop and implement automated analysis systems for CMP Process Engineering and Equipment Engineering teams.
- Trainer and educator of current Advanced Process Control system for Process, Development, Equipment and Manufacturing teams. Provides process module development expertise for new process realities within the CMP process area.

## RECENT PROJECTS AND FUN ACTIVITIES

2022  
|  
2020

### Trusted 10 Survey tool

<https://sportasresearch.com/trustedten/>

📍 Greensboro, NC

- Worked with a team of researchers across multiple academic and non-profit institutions to develop a web-based survey application to empower them to more effectively gather dynamic data for the research study, allowing them to conduct the data gathering process even during the significant in-person restrictions during COVID. Implemented a robust data pipeline to ensure sensitive data was not shared while still ensuring the data was made available to the interested parties.

2022  
|  
2016

### Organizer, Winter ELUFA activities + Triad Area Ultimate

📍 Lansing, MI + Greensboro, NC

- Led a coalition of Lansing Ultimate Frisbee players, enabling our group to remain active year round by moving indoors during the midwest winters. I ensured that the group was financially sound and developed a strong relationship with the field owner which facilitated a smooth transition from me to the next group leader
- Organized multiple leagues and pick up groups to develop and grow the Ultimate Frisbee community within the Piedmont Triad area. Developed and deployed a website using version control and continuous integration to provide a centralized resource for the community to keep up to date on activities.

2021  
|  
2020

### Deployed personal R package on github

<https://github.com/phildwalker/pdwtheme>

📍 Greensboro, NC

- Developed a personal R package to help produce a consistent theme across my personal development activities. This project serves as a potential framework for a corporate styling package to help unify the presentations of analytics team members.

2020

### Rebuilt CDC's Social Vulnerability Index

[https://github.com/phildwalker/gso\\_data](https://github.com/phildwalker/gso_data)

📍 Greensboro, NC

- In an effort to develop a more local geospatial analysis of Greensboro, I researched CDC's methodology for developing their Social Vulnerability Index and rebuilt it using the American Community Survey to provide a more detailed view of communities in need.

2019  
|  
2017

### Merit Bonus Optimization

Jackson National Life

📍 Lansing, MI

- Worked directly with department leadership and the Senior Vice President to model associate performance and characterize the value of an associate's role to calculate merit and bonus for Operations. Deployed interactive tool to capture manager feedback and approvals, saving multiple weeks of management time and calibration efforts. Carefully handled sensitive data (PII) through pseudonymization. Worked closely with HR Compensation team to meet all legal and internal considerations.