CONTACT

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in [LinkedIn](#)

TOP SKILLS

- Analytics
- Business Intelligence
- Data Modeling
- Automation
- Databases
- Project Management

TECHNICAL SKILLS

- Tableau/Metabase/QuickSights
- SQL
- Python
- Excel
- Data Analysis
- Modeling
- Classification Logic

EDUCATION

Rutgers State University
Bachelors Business Administration 3.98 GPA
Summa Cum Laude

CERTIFICATIONS

**PMP Certified with PMI
LSS Greenbelt Certified
AutomationAnywhere**

PERSONAL REFERENCE

Upon Request

Ryan Klauder, PMP

DATA & ANALYTICS

MISSION

Innovation and future-state-focused problem-solver seeking to lead organizations through data and analytics decision-making. Leveraging experience and utilizing thought leadership to scale data product teams. Continuously developing, learning and coaching high-value add teams.

WORK SUMMARY

Chainalysis, Blockchain Data and Analytics | Oct 2021 - Present

Senior Manager, Analytics

- Expanded scope to entire team of analysts spanning Business and Product Analytics
- Hired, lead and developed team of 8 analysts
- Led cross-functional data-driven programs to increase cross-sell, reduce churn and engage users.
- Developed foundational ideas and models to leverage blockchain analytics for new products and revenue expansion

Manager, Product Analytics

- Created Analytics Framework for company-wide metrics definitions for CPO and Executive Team
- Identified/root-caused product bugs and recommended resolution which led to false positives reduction of 20%
- Created product analytics function and build from the ground up from existing legacy infrastructure and implementing new applications, solutions and processes.
- Successfully reimplemented Pendo product analytics tool to improve data quality, accuracy, and tracking

Manager, Business Intelligence

iCIMS, The Talent Cloud Company | Sept 2019 - Oct 2021

- Lead development and creation of modern data warehouse
- Build and lead a Business Intelligence team
- Developed ML model to identify key features and predict employee attrition
- Implemented DataOps Agile program

Portfolio Performance Analyst

PSEG, Public Service Enterprise Group | Sept 2016 - Sept 2019

Manager, Operations

Conistics, a FRABA GROUP Company | Aug 2012 - Sept 2016

Ryan Klauder

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🏢 WORK EXPERIENCE

Chainalysis, Blockchain Data and Analytics   **New York, NY**

February 2023   **Present**

Senior Manager, Analytics

- Expanded scope to entire Analytics team (Business and Product)
- Led development of Operation Group Health Metrics, KPIs, and OKRs in Tableau so senior leaders could have a single source of truth for top-line company metrics.
- Initiated "Data and Analytics Product" Team process to increase impact by delivering analytical products instead, reducing ad hoc requests by 60%
- Provided thought leadership to R&D, Marketing and Revenue on opportunities to leverage data in decision-making. Supported market research, competitive intel and expansion opportunities through User Maturity Model and Health Score
- Implemented full cradle-to-grave analytics process to track performance from prospect to engaged user.
- Developed Product Funnels, Utilization Benchmarks and Customer Health Score to forecast business performance and support engaging Users with Customer Success, Training and Enablement. Supported WAU growing 70%+ YoY and MAU growing 100% YoY.
- Linked product data to business outcomes to better identify up-sell, cross-sell, and churn/contraction which led to $2M ARR growth for new products and identified churn/contraction risk of $1.4M (40% of which was mitigated from actions recommended from our analysis)
- Developed novel blockchain analytics idea to develop new products and expand revenue.
- Cross-functional subject matter expert with Revenue, Product, Customer Success and Finance.
- Initiated programs to properly track User Journey across portfolio of products
- Collaborated with Engineering Teams across the company to implement data warehouse best practices
- Developed portfolio product hierarchy to standardize reporting of product data and revenue
- Hired, onboarded, led, and mentored team of 8 analysts
- Led team with "outlier" CultureAmp Engagement score of 87% and 0% Attrition.
- Managed Data and Analytics budget of $2.3M inclusive of headcount, applications and tools

October 2021   **Febuary 2023**

Manager, Product Analytics

- Created Analytics Framework ofcompany-wide metrics definitions for CPO and Executive Team
- Identified/root-caused product bugs and recommended resolution which led to false positives reduction of 20% using Python (pandas, numpy, sci-kit, seaborn, matplotlib)
- Built Portfolio Metrics Dashboard including automated tracking of North Star metrics, KPIs, and OKRs in Tableau using SQL and Product Dashboards in Pendo Product Analytics Dashboards
- Rolled out product analytics function and tools to the Product Management, Engineering, Product Design, and Customer Success teams
- Identified New Features, Product recommendations and Feature Enhancements based on product usage data and qualitative input from Users
- Identified opportunities to utilize market research to inform product opportunities by synthesizing cross-functional data sources which create proof of concept around Data-led Growth.
- Collaborated with Engineering Teams to implement data warehouse best practices
- Successfully reimplemented Pendo product analytics tool to improve data quality and accuracy while increasing user capture rate 40% from baseline.
- Developed portfolio product hierarchy to standardize reporting of product data and revenue
- Hired, onboarded, led and mentored 4 analysts
- Led team with "outlier" CultureAmp Engagement score of 93% and 0% attrition.

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iCIMS, The Talent Cloud Company   Holmdel, NJ

September 2019   **October 2021**

Manager, Business Intelligence

- Created business case, hired and led a global Business Intelligence Team composed of Analysts, BI Developers and Business Analyst to automate and develop corporate Single Sources of Truth.
- Lead through Product Ownership, influencing and thought leadership the development of internal Data Lake and Data Warehouse to consolidate data systems and improve capabilities. My leadership transitioned operations, analysts and data scientists from a manual ad hoc reporting to a fully automated, centralized end-to-end analytics platform.
- Implemented DataOps approach to Business Intelligence, Data Engineering, Data Governance and GTM
- Collaborated with data engineering to pull data daily from Salesforce (CRM), Netsuite (ERP), Applicant Tracking System (ATS), Redshift, OneDrive, Sharepoint, Ultipro (HRIS), and other systems for current and historical reporting through Azure Data Factory, Azure Data Lake and SQL Server Management Studio.
- Implemented and ran Sprint Planning Meetings, Daily Stand-Ups, Sprint Demos and Stakeholder Engagement sessions for teams resulting in increased velocity for User Stories, Epics and Features.
- Developed and owned future-state Data Business Intelligence Roadmaps.
- Transitioned and fully automated legacy Tableau dashboards for Talent, Accounting, Finance, Sales and Operations using Tableau Desktop, SQL and Python for stakeholders on Tableau Online.
- Supported Go-to-Market (GTM) Operations to improve revenue strategy and market segmentation
- Developed Attrition Model using Python libraries (pandas, numpy, seaborn, sklearn, scipy) to determine key importances related to Voluntary attrition. Worked with Talent/HR Senior Leadership to facilitate feedback and fine tune model inputs. Recommendations used for people analytics data to identify and mitigate at-risk employees.
- Organized and facilitated multi-system integration and process improvements to improve data quality.
- Collaborated with all levels of leadership for confidential analysis and reports for private equity partners.

PSEG, Public Service Enterprise Group   South Plainfield, NJ

September 2016   **September 2019**

Portfolio Performance Analyst

- Managed scope and execution of Cost-to-Manage system, automating data analysis of 200+, $2 billion project portfolio through clustering, algorithms and logic based classification system
- Developed Workforce Data Model through systemic integration with multiple databases to create resource cost benchmarking constraints to capital portfolio forecast of $7.5 billion 5-Year Portfolio Plan that has influenced executive strategic decision-making on staffing optimization, employee retention, and cost reduction opportunities
- Created KPIs and integrated metric/data visualization in Tableau dashboards to enhance UI/UX for stakeholders and process owners for Best Practices, Lessons Learned and portfolio management
- Project Manager for DP&C Full Project Lifecycle process flow documentation for various databases, systems and applications, resulting in the largest data integration project at PSEG and creation of work management system
- Lead Scope and Business Requirements Documentation of cross-functional teams for full project lifecycle workflow, centralizing process and work data for in-house integrated cross-functional work management software system
- Orchestrated Scorecard network diagram and Monte Carlo simulation to model of performance
- Developed Tableau dashboards for KPIs and other performance measures for Senior Leadership
- Developed and implemented Process Improvements to Strategic Initiatives into 5-year SWOT analysis facilitating executive level discussions for internal and external strategy setting sessions
- Designed and automated CWIP/AFUDC Report for Senior Leaders, reducing processing time from 32 to 4 hrs while increasing reporting accuracy. Identified and mitigated accounting errors by Accounting Services Department
- Managed DP&C Continuous Improvement Community as technical PoC and VoC for process analytics
- Led for Lean Six Sigma - Change Order Project, leading to $150,000 earnings increase
- Facilitated projects through DMAIC process, including SIPOC, 5 Whys, Risk and Stakeholder Mgmt
- Scorecard metric creator/owner Change Order Success, CWIP/AFUDC Eligible and Accrual Adjustment Allowance

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Conistics, a FRABA GROUP Company   **Hamilton, New Jersey**

August 2012   **September 2016**

Manager, Operations

- Created ABC/XYZ Statistical Classification into Material Resource Planning software system for global inventory optimization and process implementation in Germany/Poland/US, reducing inventory value 20% globally
- Consulted, educated and trained product/technical teams on in-house custom build WMS
- Initiated CRM, ERP, PDM UI/UX improvements to work management software system, reducing click rates
- Performed regression analysis for predictive demand forecast modeling of purchasing behaviors
- Programmed big-data queries with SQL that facilitated statistical analysis to improve data quality
- Leveraged data process knowledge for entrance into IoT "Internet-of-Doors" business concept with COO
- Implemented data-driven global purchasing constraints via EOQ and MOQ which reduced inventory costs 15% and Asia-to-Europe shipping costs 20%. Process improvements to SCM and purchasing by independently driving SQL analysis
- Obtained ISO9001 Certification, training Logistics Analysts and Production Supervisors, RMAs reductions to <.05%
- Created process automation of work management software system to mitigate risk of critical supply-side vendors, integrating various metrics for product lines, leading to 10% cost reduction and $200,000 saving per year
- Designed and optimized Global Manufacturing of complex BOM assemblies in Poland, US and Asia through data analysis
- Managed and developed strategic relationships/strategy with key vendors in US, Taiwan, Turkey, Germany and China
- Technical, supply chain and production support to optimize costs and improve service quality