

Richard Cass

(513) 802-2797 · richard.cass.13@gmail.com
linkedin.com/in/richard-cass-532075146

Experience

Qualtrics

Jun 2024/Present

Team Lead, Provisioning

New York City, NY

- Increased onboarding automation rate by over 30% by driving changes with engineering
- Developed data pipeline, as well as team and senior level reports, using Redshift and Tableau
- Coordinated workstreams between 7 Customer Success team, and 3 engineering teams
- Implemented a CSAT metric, and led the team to a 4.96 average

Qualtrics

Oct 2022/Jun 2024

Senior Specialist, Operations Analyst

Provo, UT

- Created intraday reporting and senior level reports in Redash
- Increased global productivity by 8% by implementing new global processes and training
- Coached 12 reps 1:1, increasing individual performance on average by 50%
- Maintained over 25 data objects, by being the frontline for troubleshooting and coordinating with Data Engineering

Qualtrics

Oct 2021/Oct 2022

Product Specialist

Provo, UT

- Assisted over 3000 clients by resolving their product concerns and technical issues
- Mastered the Qualtrics platform and became an expert in the CX and EX products
- Obtained rank of most productive specialist in all of North America for 10 months

Encircle Together

Nov 2021/Jul 2022

Data System Intern

Provo, UT

- Compile data from various sources into one presentation for nonprofit executives and board
- Develop streamlined data reporting process, eliminating 3 hours of repetitive weekly tasks
- Analyze and improve data collection process in current facilities for use in 8 more

Skills/Certifications

- Data Querying, Analysis, and Visualization: SQL (Redshift, MySQL), Python (pandas, numpy), R, Tableau, Redash
- Qualtrics Platform Expert
- Certified Nonprofit Professional
- Spanish Fluent

Education

Brigham Young University

Bachelor of Science: Applied Physics

Minors: Statistics, Business Management, Nonprofit Management, Math