resume\_76@gmail.com  
(948)-261-2460  
Melissa Burbank  
Brattleboro VT - Email me on Indeed: indeed.com/r/Melissa-Burbank/3374044f54dc82a3  
Data scientist researcher and analyst with extensive experience conducting and delivering fundamental and complex statistical analyses to a wide variety of audiences through clear and concise client deliverable and professional quality presentations. Significant accomplishment in developing and launching new data products and implementing new analytical techniques to strengthen existing data offerings to clients. Demonstrated ability in utilizing industry research and complex statistical analyses to provide clear insight and guidance to clients. Strong teaching and mentoring skill set utilized to introduce statistical concepts and best practices to individuals with varying degrees of exposure and knowledge of statistics. Five years of extensive graduate level training in statistics advanced statistics and research methodology with a focus on quantitative research design including survey instrument construction. Expertise in the management of large databases and statistical analysis in Excel SPSS and STATA. Familiarity with R SAS and SQL.  
Willing to relocate to: Keene NH - Springfield MA - Brattleboro VT Authorized to work in the US for any employer  
WORK EXPERIENCE  
Data Scientist Data Insights and Innovation  
FORRESTER RESEARCH - Cambridge MA - 2015 to 2016  
Cambridge MA 2015 - 2016  
One of the most influential research and advisory firms in the world that works with business and technology leaders to develop customer-obsessed strategies to drive growth.  
Data Scientist Data Insights and Innovation  
Responsible for implementing and guiding the use of advanced analytics across data and research teams conduct and often deliver analysis in the form of documents and PowerPoint deliverables to win and retain clients and development of new frameworks and data product offerings.  
 Designed and launched the new Business-to-Business Customer Experience Index including developing proprietary algorithms.  
 Introduced new analytical techniques based on industry trends to research analysts and provided guidance on use of these statistics in various research reports.  
 Developed and disseminated statistical best practice documents across Forrester's data group as well as instructed several clients on these best practices during custom engagements.  
 Generated and retained several large clients by conducting additional data analysis beyond Forrester's standard offerings.  
 Strengthened and standardized existing data products to increase validity and efficiency of offerings to clients.  
 Mentored both junior and senior colleagues on statistics and research methodology  
Supervisor/Trainer  
UNIVERSITY OF NEW HAMPSHIRE SURVEY CENTER - Durham NH - September 2009 to February 2011  
Qualitative Interviewer  
UNIVERSITY OF NEW HAMPSHIRE SURVEY CENTER - Goffstown NH - 2010 to 2010  
Responsible for extensive hour-long interviews of parolees and program participants for a grant funded evaluation of the efficacy of an offender re-entry program in Hillsborough County NH. Project Directors: Dr. John Humphrey & Dr. Peter Cordella  
   
 Assisted in thru development of the interview protocol  
 Conducted fifty hour long in-depth interviews with parolees and program participants Transcribed interview notes into full interview manuscripts  
 Supported the qualitative data analysis for inclusion in final report  
Instructor  
UNIVERSITY OF NEW HAMPSHIRE AND CASTLETON STATE COLLEGE - 2004 to 2009  
Responsible for instructing courses in a wide variety of subject matters to graduate and undergraduate students with primary focus on statistics and research methodology.  
 Designed course syllabi to meet departmental goals and standards  
 Developed and presented lesson plans to students introducing both fundamental and advanced concepts. Mentored and provided additional support to students experiencing difficulties  
 Tracked and monitored students' progress via self-designed assessments (exams homework assignments and projects)  
Courses:  
Teaching Assistant  
Research Methods (SOC601) - September 2007 to November 2007 Fall 2007)  
EDUCATION  
M.A. in Forensic Psychology  
Castleton State College - Castleton VT 2004  
B.A. in Psychology  
Castleton State College - Castleton VT 2002  
Ph.D. in Sociology Program  
University of New Hampshire  
SKILLS  
Advanced analytics Research Teaching Business Analysis Competitive Intelligence Database Management Marketing Research