

# JASON A. DIXON

Seattle, WA 98102 | [jasondixonmail@gmail.com](mailto:jasondixonmail@gmail.com) | 404-625-4196

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## PROFESSIONAL SUMMARY

- In-depth experience in data ETL, analysis, reporting, and visualization
  - Proficient in Python, Pandas, Tableau, SQL, Excel, Salesforce, RDBM's (SQLite, MySQL, SQL Server)
  - Passionate about researching and developing innovative solutions to solve business problems
  - Strong record of cross-functional projects and team leadership
  - Experience in matplotlib, seaborn, scikit-learn, JavaScript, and HTML/CSS
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## PROFESSIONAL EXPERIENCE

### APEX LEARNING

#### Contractor, Data Analyst

Jan 2019 - Present

Summary: Hired as independent contractor to update and expand analysis of instructor resource availability, to account for state and subject certifications.

### APEX LEARNING

#### Manager, Operations and Business Intelligence

Jan 2017 - Sep 2018

Summary: Expanded and managed 3-person operations team. Developed analysis and reporting solutions. Redesigned processes to increase efficiency and accuracy.

- Performed exploratory and predictive data analysis on data sets of 50M+ rows to identify business risks, including presenting findings to department director and VP  
Example: What-if analysis identifying teacher coverage gaps to prepare for large new contract, which resulted in hiring three additional instructors
- Developed robust, actionable solutions to stakeholders' data and reporting needs  
Example: Tableau dashboard for client success managers to provide unprecedented program-wide insight into product usage and student progress enabling better client outreach and support
- Developed data pipelines through SQL Server database queries, local DB's (Access, SQLite), flat files, and Python scripts
- Created algorithms, classes, and functions to automate work, increase accuracy, and reduce costs  
Example: Wrote Python program automating email process to notify customers of enrollments and new account credentials: Met with stakeholders to determine requirements, extracted and analyzed data via Pandas and custom classes, built HTML templates in Jinja for various scenarios, and sent via SMTP library
- Redesigned and managed order fulfillment process by creating new data flows, writing scripts in Python to manipulate enrollment data and build required system input, and communicating process changes to key stakeholders

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## APEX LEARNING

### Operations Analyst

Sep 2016 - Jan 2017

Summary: Created reports and analyzed data sets to enable better customer engagement, identify user patterns, and forecast and model resources.

- Created modeling and analysis of alternate instructor pay methods through analysis of data in Python/Pandas and visualization in Tableau
- Created and maintained series of engagement reports to enable customer outreach by email, phone, and SMS (e.g., students falling behind, course ending soon)
- Created department's first automated accounting of client usage and unused fund balances

## THE CONCORDIA PROJECT

### Pro Bono Volunteer - Consultant, Data Analysis

Apr 2016 - Jun 2016

Summary: Data analyst for organization's work in Nepal, including extracting, cleaning, analyzing, and presenting data from NGO's, surveys, and other sources; challenged assumptions and shaped strategy through quantitative analysis.

- Researched population data from multiple sources on education, marriage, and health to provide baseline views and foundation for further research
- Extracted, cleaned, and analyzed survey data of 600+ respondents to generate insights and recommendations for future research
- Leveraged Excel, Python, and SQL to import, clean, and analyze data; developed reports and visualizations in Excel, Tableau, and HTML to present insights

## SPRINT CORPORATION

### Senior Quality Assurance Analyst—Sales Operations

Jun 2013 - Jan 2016

Summary: Managed QA program for sales operations department; executed customer experience strategy in call centers of 1200+ agents, including evaluating and coaching vendor QA teams, improving processes, and creating and analyzing reporting.

- Gathered business requirements from and consulted with stakeholders to build customer experience programs in multiple functional areas, including establishing new QA evaluation forms, reporting, and training; increased QA accuracy 30% in call centers
- Developed and implemented strategies to quickly adapt to new marketing offers, products, and systems
- Collected and analyzed data from many sources to find opportunities to improve accuracy and consistency; created regular and ad-hoc reports
- Created presentations to communicate insights and make process improvement recommendations to cut costs and improve client retention

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## **SPRINT CORPORATION**

**Quality Assurance Analyst—Customer Experience**

**Jun 2010 - Jun 2013**

## **SPRINT CORPORATION**

**Quality Assurance Specialist—Customer Experience**

**Dec 2007 - Jun 2010**

## **SPRINT CORPORATION**

**Senior Service Operations (Billing) Specialist—Enterprise Integrated Services**

**Feb 2001 - Dec 2007**

## **EDUCATION**

**Certificate in Data Science**, General Assembly, Seattle, WA, **Nov 2016**

**Bachelor of Arts (BA) in English** (Rhetoric/Comp.), Georgia State University, Atlanta, GA, **May 2012**

## **OTHER LEARNING**

Strengths-Based Team Building Workshop, Apex Learning

5 Dysfunctions of a Team Workshop Series, Apex Learning

Executing, Monitoring, and Controlling Projects, Project Management Institute

Controlling Project Costs, Project Management Institute

Management Essentials: Directing and Delegating to Others, Sprint

Teamwork and Results Without Authority, Sprint

Building Effective Relationships Across Functions, Sprint