

DANIELA WHARTON

Analytics Manager

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☎ (123) 456-7890

📍 Brooklyn, NY

🌐 [LinkedIn](#)

EDUCATION

B.S.

Mathematics and
Economics

Rutgers University

📅 September 2008 - April 2012

📍 New Brunswick, NJ

SKILLS

- SQL (Redshift, MySQL, Postgres, NoSQL)
- Git
- Python (NumPy, Pandas, Scikit-learn, Keras, Flask)
- Leadership Experience
- Customer Segmentation

WORK EXPERIENCE

Analytics Manager

Betterment

📅 February 2018 - current

📍 New York, NY

- Led a team of 2 data analysts and 1 data engineer in developing marketing mix models that improved ROI by 23% on digital marketing spent over the last 6 months
- Constructed a real-time reporting infrastructure that standardized metrics across the company, saving 210 monthly hours of manual reporting
- Worked with product and marketing teams to identify which customer interactions during free trial maximized the likelihood of conversions, resulting in a conversion rate increase of 14%
- Focused on customer retention by building customer segment models, and recommended particular segment attention that **increased retention by 21%**

Senior Data Analyst

Stripe

📅 January 2015 - February 2018

📍 New York, NY

- Worked with product team to build production recommendation engine in Python, improving time on page for users and **resulting in \$325K in incremental annual revenue**
- Built a customer attrition random forest model that improved monthly retention by 8 basis points for customers who were likely to attrite by servicing relevant product features for them
- Identified bottlenecks to reduce customers' time navigating support channels by 6 minutes through data visualization

Data Analyst

HavenLife

📅 April 2012 - April 2013

📍 Washington D.C.

- Created clusters in Python to identify inactive clients likely to require future service, providing insight to marketing and sales teams to increase renewals by 8%
- Identified and reported areas of improvement for internal channels data to reduce outdated or superfluous information, which reduced IT work tickets by 19%
- Reviewed and updated marketing, sales, financial, and project management KPIs, working with leadership to meet overall goal of a **5% increase in customer retention**