

Jeffrey K. Ryan

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ACADEMIC BACKGROUND

Education

DePaul University – School of Public Service
Master of Science, Leadership and Policy Studies
Graduate Certificate, Metropolitan Planning and Development

Chicago, Illinois
June 2016
June 2016

Northern Michigan University
Bachelor of Science, English Writing,

Marquette, Michigan
December 2007

Teaching Experience

Adjunct Faculty – Analytic Methodology
National Cryptologic School – National Security Agency,

Ft. Meade, Maryland

TECHNICAL SKILLS

Database Languages

- SQL
- VBA
- Teradata

Database Programs

- Microsoft SQL Server 2012
- Enterprise Database Warehouse (EDW)
- ArcGIS 9.3, 10.2
- Microsoft Access, Excel
- Tableau
- IBM SPSS

Technical Designations

International Supply Chain Education Alliance

- Lean Six Sigma Yellow Belt Certification (CLSSYB)

MILITARY EXPERIENCE

United States Coast Guard

Intelligence Specialist Second Class

Provided target identification and development used in support of joint interagency operations against drug trafficking, narco-terrorists, and weapons trafficking in Central and South America.

- Supervised senior analysts as the team lead responsible for identifying daily requirements and facilitating analytic solutions for customer support;
- Provided advanced analytic modeling, graph analysis and geospatial analysis on asymmetric targets in support of active operations resulting in the seizure or disruption of over 134 metric tons of cocaine during a three-year period;
- Developed and published advanced analytical models used in the development and detection of known and unknown illicit targets.
- Trained and mentored 13 analysts concentrating on core competencies including analytic planning, graph analysis, and fundamental analytic principles.

Continental U.S.

May 2008 – July 2012

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Service Awards

- Military Performer of the Year – National Security Agency, Customer Service Directorate
- Letter of Commendation – Serious Organized Crime Agency, United Kingdom
- Commandant Letter of Commendation – United States Coast Guard Cryptologic Group

PROFESSIONAL BACKGROUND

The Hearthstone Foundation

President and Executive Director

Chicago, Illinois

Sept 2014 - Present

Developed and established The Hearthstone Foundation, a 501(c) 3 organization operating in the Veteran Housing space; a three-tiered operations program focusing on VA housing certification, veteran housing and mortgage education, and veteran community development.

- Reviews and assesses ongoing State and Federal policy and legislative changes and their subsequent impacts to the Foundation and ancillary impacts within the veteran space;
- Developing strategic partnerships with key stakeholders within the housing and veteran industries including the Chicago Advisory Council on Veteran Affairs and the regional VA Housing office;
- Ensuring compliance with state and federal guidelines for non-profit operations, in addition to ensuring compliance with VA certification and processing procedures.

Health Care Service Corporation

Sr. Analytics and Reporting Analyst

Chicago, Illinois

Jun 2015 – Nov 2015

Responsible for creating reports, building databases, and developing analytic products to provide senior and executive leadership with critical insights in support of Membership within the Enterprise Marketing Division.

- Create and maintain a database that centralizes and automates weekly marketing activity reports across all plans; the information is used to provide insights on key market changes to executive leadership;
- Responds to requests for information relating to enterprise membership trends and statistics to be utilized in analytic products presented to executive leaders, board of director members, and affiliate board members.

Development Analyst III

Nov 2012 – May 2015

Responsible for developing analytic insights and reporting products based on customer requirements gathered from consulting with operational departments including Quality Assessment and Improvement, Learning and Development, and the Service Delivery and Operations Division.

- Created a series of dashboards and user forms to analyze error code usage in audit assessments, predict enterprise claim, inquiry, and membership processing accuracy, and determine required audit sample size employing simple random sampling methodology. This was accomplished utilizing SQL coding in both Teradata and SQL Server platforms, in addition to the use of VBA coding in front facing user-interfaces. These tools provide synthesized and accurate insights for assessing on-going quality initiatives and aiding in the development of corrective measures by enterprise quality consultants;
- Created a technical dashboard designed to measure and compare standard quality measures and attrition ratings of new-hire training courses across all job categories. These were created using multiple SQL databases and sources, then combined using multiple interconnected Access Databases linking into the user-facing interface. Senior management in operations utilized this to monitor and track the continued evaluations of the class cohorts.

Special Recognitions

- Recognized with a 5-Star award for outstanding performance of duties enterprise-wide, and contributions made to a multi-department initiative for the revised New Mexico Medicaid as part of the Centennial Care project. These contributions included identifying the total target population of Medicaid claims, further providing weekly samples based on Simple Random Sampling method using SQL coding and Teradata to access raw claims data. Provided further claims expertise to the internal performance department in ensuring all requirements were met and that an automated system was tested and implemented for the quality assurance department to continue meeting state auditing standards.

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PROFESSIONAL EXPERIENCE

Academic Experience

Panel Member

“How Do You Connect Policy Problems with Data Analysis and Use Evidence-Based Approaches to Improve the Education of Students and the Impact of Our Research?”
NASPAA Annual Conference

Brooklyn, New York
October 2015

“Healthcare Policy/Services and Public Administration Education: Past, Present and Future,” NASPAA Annual Conference

Brooklyn, New York
October 2015

Analytic Competitions

NASPAA 2nd Annual Student Simulation Competition

- Competed representing the carbon-pricing sector utilizing En-ROADS, a simulation model that tested different scenarios and negotiated with other sectors to minimize the impact of global warming by less the 2 degrees above pre-industrial levels by 2100

Indianapolis, Indiana
February 2016

Kraft Group Datadive Analytics Competition

- Lead a team of graduate students in identifying and predicting the value of digital advertising exposures and their effect on purchasing behavior of consumers for a Kraft product utilizing analytic planning and Hadoop Cloudera

Chicago, Illinois
April 2015

IIT Stuart School of Business Annual Academic Analytics Competition

- Lead a team of multidisciplinary graduate student analysts to create policy recommendations addressing the utilization of scarce public resources for enforcing City of Chicago building permits and violations utilizing SPSS

Chicago, Illinois
March 2015