

ERIC KNUDSEN . . . PEOPLE DATA ANALYST & DEVELOPER

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SUMMARY

- Experience delivering analytics and strategic insights to senior leadership to inform high-stakes decisions.
- Passion for development/deployment of analytics tools/dashboards to meet stakeholder needs.
- Track record for applying advanced statistical methods to identify and meet organizational needs (e.g., validation, turnover, yields, adverse impact, and other workforce metrics).
- Launched and maintained strategic assessment data function at a large public institution, increasing pass rates by more than 10%.
- Knowledge of survey design/analysis and applied research methods in organizational contexts.
- Fluent in statistical programming (R, SPSS) and proficient in front-end development (JavaScript/jQuery, HTML5/CSS3).

EXPERIENCE

Analyst, People Assessment & Analytics. JetBlue Airways Corporation, New York, NY

June 2015 – Present (Analyst Intern from June 2015 - April 2016)

- Supports/leads development of validated pre-hire assessment tools for roles across the airline (survey-driven assessments, assessment centers, work sample tests). Pilot assessment used in selection of 24 candidates from 1500 applicants for the first-ever pilot training program sponsored by a U.S. airline.
- Employs a range of statistical methodologies to answer business questions related to assessment impact, adverse impact status, attrition, position expectations, etc. Continuously explores cutting edge statistical and data-driven methodologies (e.g., text analysis, profile analysis) to better leverage data.
- Develops and deploys R-based analytics tools to (1) equip other analysts with limited expertise to perform complex data management tasks, and (2) optimize processes of the People and Talent teams. Some of these tools (among others) have reduced weeks of data mining work (over 1 million analyses) to under two hours and have reduced several days of coding unstructured data sources to a few minutes.

Data Analyst & Research Associate. City University of New York, New York, NY

June 2012 – April 2016

- Spearheaded and refined data-focused strategy for informing Teacher Education initiatives, driving 10% and greater increases in assessment performance over one year.
- Generated a wide variety of analytics and publication-quality visualizations on large scale institution-wide assessment performance data.
- Frequently presented analytics and metric reports to senior stakeholders to inform decision-making, tailoring presentations to the time demands and data fluency of the stakeholders.
- Developed and maintained an R-based reporting engine and custom web-based dashboard for assessment data, both of which were products utilized directly by the top officers in the organization.
- Assisted with the implementation and web-based training development for a new risk management software, also serving as a technical liaison between IT and non-technical stakeholders.

EDUCATION

Ph.D., Industrial-Organizational Psychology • *Baruch College and Graduate Center, CUNY* • 2017 (expected)

M.S., Industrial-Organizational Psychology • *Baruch College, CUNY*

M.Phil., Industrial-Organizational Psychology • *The Graduate Center, CUNY*

B.A., Psychology • *University at Albany, SUNY*

AWARDS

John C. Flanagan Award for Top Contribution, *Society for Industrial and Organizational Psychology*, 2015

Provost's Digital Innovation Grant, *City University of New York*, 2014-2015

Doctoral Student Research Grant, *City University of New York*, 2016-2017

Doctoral Student Research Grant, *City University of New York*, 2014-2015