

Zachary O'Donnell

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Professional Summary

I am an aspiring young professional seeking to utilize my data driven decision-making skills to improve the customer experience. I have a proven record of using continuous improvement to ensure the strategic focus is attained. With a strong attention to detail, I am able to process large quantities of transactions at an exceptional accuracy rate.

Employment History

MassMutual

Operational Support Specialist

Springfield, Massachusetts

October 2017 – **Current**

Image and direct incoming requests for Annuity and Life products to proper business areas while ensuring the quality of the requests are the same or better than how they were received. Driven by a customer focus to make sure the customer's request are processed quickly and accurately the first time through service level agreements and turnaround times.

- Developed a report to highlight associates' monthly work completed paired with their error rate.
 - Used Alteryx to combine and analyze multiple relevant data sources.
 - Presented the consolidated error report with analysis to management and developed a measurable action plan to reduce associate error rates and boost individual production where necessary.
- Built a web application to automatically generate tickets for the Employee Engagement Committee's recognition program.
 - Utilized Alteryx, JavaScript, HTML, and CSS.
- Developed an automatically generated rotating work schedule for associates.
 - Built on an optimized algorithm that considers associates' trained skills and ensures their exposure to all team functions.
 - Utilized JavaScript, HTML, CSS.
- Member of the SharePoint/Metrics committee tasked with re-thinking the way we track our work to standardize and improve productivity.
- Create spreadsheets and graphs to provide data driven recommendations to leadership to improve the customer experience by reducing turnaround times.
- Pilot new workflows to improve efficiency and promote continuous improvement.
- Utilize time management to ensure all work is complete within SEC regulated service level agreements.
- On average, process over 6,000 requests a month at an over 99% accuracy rate.

Walk This Way

Lead Off Campus Student Guide

Amherst, Massachusetts

September 2013 – May 2017

Walk this Way is a program that reminds students to be safe, quiet, and respectful when traveling through residential neighborhoods in Amherst.

- Led data collection and analysis regarding hundreds of students a night in residential areas.
- Helped lead meetings for the Walk This Way Team.
- Met with residents to discuss collaborative measures to improve relationships with students.
- Communicated with students as they are leaving campus to be considerate of neighborhood residents.
- Launched Party Smart Registration Pilot Program.
 - Registered over 150 parties in the first semester.
 - Resulted in a reduction of nuisance reports and 0 citations or arrests at registered parties.

Team Positive Presence*Student Leader*

Amherst, Massachusetts
January 2015 - May 2017

- Attended University and Student Sponsored events to interact and communicate with peers to promote a positive social atmosphere.
- Assisted in planning and monitoring of student safety during and after events.
- Planned and supervised for large scale events such as the Super Bowl.
- Head of the social media advisory board that aimed at growing our digital presence.

University of Massachusetts*Teaching Assistant – Computing: Foundations to Frontiers*

Amherst, Massachusetts
January 2016 - May 2017

- Helped students with questions on in-class work.
- Held office hours in which I helped with class projects and general questions.
- Helped the professor conduct class, proctor tests, and with grading.

Off Campus Student Center*Off Campus Assistant*

Amherst, Massachusetts
August 2016 - May 2017

- Helped students with finding housing and roommates.
- Planned and ran programs such as *Take Time Before You Sign that Lease* and other activities.
- Assisted with everyday office operations.

University of Massachusetts Police Department*Intern*

Amherst, Massachusetts
January 2014 – August

- Assisted with management of accreditation documents.
- Assured reports are organized and filed properly.
- Diagnosed and troubleshoot Windows problems and applied solutions to increase efficiency.

Education**University of Massachusetts***Bachelor of Science in Resource Economics*

Amherst, Massachusetts
May 2017

Special Skills/Accomplishments

- Data collection and analysis
- Proficient with SAS, Python, Alteryx, HTML, CSS, JavaScript, SQL, Adobe Suite, and Microsoft Office
- Recipient of the MassMutual Leadership Award and Be Bold Award
- Member of the Leadership Explorers Club
- Young Professional and Passages BRGs
- Reverse mentoring through Truth to Power
- Graduated the Data Learning Academy