

# OMAR AWAD

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## Experience

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### Microsoft

December 2024 – Present

*Senior Data & Analytics Leader, Customer Experience and Success*

*Reston, VA*

- Led a high-performing analytics team of 5, partnering with engineering, product, and support to cut response times by 25%.
- Operationalized data strategy using SQL, Python, and Azure Databricks to support analytics for 10M+ customer interactions.
- Deployed ML models that identified service gaps and boosted NPS by 18%; insights informed global CX strategy.
- Delivered executive dashboards via Power BI and Synapse, shaping VP-level planning decisions.
- Revamped agile analytics intake and delivery process, cutting delivery time by 20%.

### Microsoft

December 2022 – December 2024

*Senior Business Intelligence Leader, Supply Chain Planning*

*Redmond, WA*

- Directed a BI team integrating data across 10+ global supply chain teams.
- Launched OFCI Supplier Scorecards across \$1B+ supply base; improved SLA adherence and forecasting.
- Delivered dashboards with 2,700+ monthly views to inform risk and supplier strategy.
- Reduced high-severity incidents by 35% through root cause analytics.
- Streamlined BI delivery and launched AI-augmented MVPs to accelerate decision-making.

### Kaiser Permanente

August 2021 – November 2022

*Senior Manager, Data Science and Reporting*

*Seattle, WA*

- Managed 3+ analysts to deliver analytics for \$1B+ deployment across 7 health regions.
- Automated workflows via Power Automate and Python; improved reporting speed by 60%.
- Consolidated 30+ reports into centralized dashboards, increasing executive insight speed by 40%.

### Kaiser Permanente

June 2020 – August 2021

*Program Manager, Data Reporting and Analytics*

*San Diego, CA*

- Oversaw software initiatives supporting 5,000+ users during Cutover and Validation.
- Built PowerApps tool managing 8,000+ records, improving workflows and data quality.
- Implemented scalable Python reporting tools, halving report latency.

### JUJI Opportunities

February 2019 – December 2021

*Co-Founder and CEO*

*San Diego, CA*

- Built and led startup teams to deliver 5+ MVPs for B2B and B2C clients.
- Directed product timelines and ensured 100% UAT readiness for pilots and demos.
- Improved user engagement by 40% through A/B testing and UX experimentation.

### Ansen Future Technologies

September 2019 – January 2020

*Director of Programs and Learning Innovation*

*Shenzhen, Guangdong, China*

- Led 12-member team developing STEM modules using holograms and Python.
- Piloted 100-student program showing 30% retention gains and 90% satisfaction.

### Career Sabbatical

February 2014 – January 2019

*Family, Education, and Global Exploration*

*Various Locations*

- Dedicated time to family caregiving, pursued coursework in advanced analytics, and traveled across Asia and Europe for cultural and language immersion.
- Reflected on career direction, ultimately launching JUJI Opportunities and consulting on data strategy projects.

### CORE Orthopaedic Medical Center

June 2007 – January 2014

*IT Project Manager and Data Analyst*

*Encinitas, CA*

- Led EHR system rollout; cut intake time by 40% and improved documentation accuracy by 60%.
- Oversaw IT operations with 95% resolution rate and 70% downtime reduction.
- Improved front-office efficiency and automated inventory processes via Python scripts.

## Education

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### San Diego State University

*Bachelor of Science and Arts in International Business Management, China and Asia Pacific*