

# Suzanne Papik

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## WORK EXPERIENCE:

### The United States Census Bureau

Suitland, MD

*Statistician, Team Lead*

*September 2024-Present*

- Lead a team of two analysts and collaborate with 50+ staff to support survey management activities such as large-scale data collection, data processing, quality control, data analysis and visualization, and data dissemination.
- Manage an 8-person cross-functional team of statisticians and programmers responsible for data processing, quality review, and quarterly public data releases, maintaining 100% on-time publication with zero errors.

*Statistician*

*April 2022-Present*

- Developed automated interactive R Markdown reports to visualize survey performance trends across geographic regions and teams, which are presented to regional management to support response rate improvement initiatives.
- Built automated Tableau dashboards to monitor survey metrics and identify data quality issues, used by survey directors to reallocate resources to increase data collection efficiency and improve response rates.
- Built and optimized 50+ SAS programs to automate quality control checks on large national survey datasets and improve efficiency in reviewing 1,500+ survey units each month.
- Developed statistical models using historical response data to identify high-priority survey units, supporting nationwide workload prioritization across 500,000+ cases. Additionally, built SAS and Excel based reporting tools to help management monitor data collection progress and adjust field strategies.
- Led modernization initiatives including a project to standardize datasets for integration with the Census API.
- Served as the primary reviewer for internal, training, and public-facing documentation, trusted across teams for delivering clear, actionable feedback and ensuring content accuracy and consistency.
- Led a full rebuild of survey instruments and data architecture as part of a large-scale modernization initiative, migrating to a new system to improve data integrity, standardization, processing efficiency, and scalability.

### Epic Systems

Verona, WI

*Team Lead, Staffing Lead*

*March 2020-March 2022*

- Led a team of six, overseeing support for 30+ clients and holding team members accountable for delivering high-quality work; regularly engaged with clients to ensure performance and software met expectations.
- Served as staffing lead for a 60+ person team, ensuring 100+ new client projects were staffed on-time.
- Conducted attrition and capacity analysis to identify resourcing gaps, delivering actionable insights that led department leadership to allocate 15 additional new hires to support team demands.

*Technical Solutions Engineer*

*March 2019-March 2022*

- Partnered with executive stakeholders at major healthcare clients to recommend software solutions, presenting data-driven impact assessments and tailoring communications to non-technical leadership audiences.
- Led a system-wide configuration audit initiative that prompted 100+ clients to update outdated code in compliance with federally released specifications, ensuring up-to-date recommendations were delivered at the point of care.
- Supported data warehouse processing and SQL/Tableau reporting tools used by regulatory executives to make high-impact financial decisions as well as drill into specific regions and data points.
- Developed pandemic response software tools used by 200+ healthcare systems for population identification, tracking, and reporting.

### Regeneron Pharmaceuticals

Rensselaer, NY

*Quality Assurance Validation Intern*

*May 2018-August 2018*

- Performed statistical analyses on cleaning validation swab data to support cleaning process capability.
- Prepared technical reports detailing statistical analyses outcomes and comparison test results, delivering presentations of these reports and project deliverables to senior management.

## EDUCATION:

### Master of Applied Statistics

August 2024

The Pennsylvania State University

University Park, PA (Online)

### Bachelor of Science in Statistics

December 2018

The Pennsylvania State University

University Park, PA

**SKILLS:** SAS (Programming I & II, Macro, SQL), Microsoft Office, SQL, R and R Markdown, Tableau, Basic Python