

RYAN MCCURRY

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PROFESSIONAL SUMMARY

Data scientist and analyst with a background in SaaS and a track record of translating complex data into clear, actionable insights for cross-functional teams. Currently pursuing a master's degree in applied data science (AI concentration, 4.0 GPA) at the University of Michigan. Experienced across the full analytics workflow, from data pipeline development to modeling to stakeholder communication, with a focus on decisions that drive product and business outcomes.

EDUCATION

University of Michigan

Expected April 2027

Master's, Applied Data Science | Concentration: Artificial Intelligence (AI) | Current GPA: 4.0

University of Arizona

Graduated December 2019

Bachelor's of Science, Management Information Systems & Operations Management | GPA: 3.54

EXPERIENCE

RallyUp

May 2025 – Present

Customer Success Specialist

Remote

- Spearheaded AI chat integration using an internal knowledge base, reducing ticket volume by 25% and autonomously resolving 50% of customer inquiries, enabling 24/7 platform coverage without additional headcount.
- Delivered monthly analytics reports translating customer feedback into actionable product roadmap insights, serving as a key feedback loop between end users and internal stakeholders.
- Partnered cross-functionally with product, sales, and service teams to streamline customer onboarding and lifecycle experience, improving retention and driving stronger long-term customer outcomes.

Under.io

April 2023 – July 2024

Customer Success Manager

Remote

- Designed and launched new pricing models after in-depth market research, increasing conversion rates by 10% within three months and improving segmentation of client bases to better align offerings with customer needs.
- Streamlined onboarding processes, reducing setup time by 75%, directly contributing to higher NPS and CSAT ratings.
- Conducted market analysis to optimize product positioning, reducing CAC and strengthening competitive advantage.

Under.io

April 2021 – April 2023

Customer Success Lead

Remote

- Analyzed key SaaS platform metrics including clickthrough rate and time on site using Datadog and Tableau to uncover revenue growth opportunities and drive data-backed strategies.
- Managed A/B testing for new feature rollouts, tracking client time-to-value metrics and surfacing actionable insights that reduced client-reported bugs by 33% and improved overall product stability.
- Integrated financial insights into HubSpot CRM, enabling more efficient sales cycle tracking, refining pricing structures, and improving product-market fit for prospective and existing clients.

SKILLS

- **Programming & Libraries:** Python, R, SQL, pandas, NumPy, scikit-learn, Matplotlib, Plotly, Altair, statsmodels
- **Machine Learning & Statistics:** Supervised & Unsupervised Learning, Regression, Classification, Statistical Modeling, Hypothesis Testing, A/B Testing, Data Mining, Data Cleaning, Feature Engineering
- **Data Visualization & BI:** Tableau, Power BI, Excel, Dashboard Design, KPI Reporting
- **Product & Collaboration:** Experiment Design, Cross-functional Stakeholder Engagement, Agile, Jira, Confluence, Customer Lifecycle Strategy, HubSpot, CSAT/SLA Management