Brya Patterson

brya.patterson@gmail.com | Website | LinkedIn | Portland, Oregon

Strategic operations leader with over 5 years of experience driving cross-functional alignment and organizational scale within fintech environments. Expert at transforming fragmented workstreams into unified, high-performing ecosystems. I specialize in stakeholder management, bridging the gap between technical data analytics and executive decision-making to mitigate risk and accelerate product velocity. Committed to building data-informed cultures that empower teams to solve systemic problems and drive long-term business value.

Education:

University of Washington, Seattle, WA
Master of Science | Information Management
Specialization: Data Science, Business Intelligence
Exp. Graduation – June 2026

University of Oregon, Eugene, OR
Bachelor of Science | General Science
Ethics, Computer Science
Graduation – June 2020

Certifications:

Professional Scrum Master I (PSM), Scrum.org, March 2025

Leadership Experience:

Block, Inc.

Operations Lead & Scrum Master - Customer Operations Analytics | August 2024 - Present

- Led the transformation of three separate analytics teams into a singular, cohesive Agile unit, streamlining communication and increasing collective output velocity by 67%.

- Established "Definition of Done" and quality standards, effectively shifting the culture from reactive to proactive, systemic improvement.

- Partnered with senior leadership to define operational KPIs, providing the visibility needed to make high-stakes product and resource-allocation decisions.

Senior Business Intelligence Analyst - Customer Operations Analytics | August 2022 - August 2024

- Directed the technical strategy for executive-level dashboards used by leadership to monitor product trends, health and emerging risk exposures.

- Mentored team members in the art of "data storytelling," ensuring that technical insights were translated into actionable business strategy for executive stakeholders.

- Spearheaded the development of Root Cause Analysis frameworks for global markets, enabling accurate and in-depth analyses of emerging product deficiencies.

Operational Data Specialist | July 2020 - August 2022

- Built and scaled a new data governance framework from the ground up, empowering junior team members to own the identification and resolution of product-level failures.

- Advocated for customers by identifying issue trends and suggesting improvements to processes, policies, and products within the business.

Leadership Competencies

Strategic Alignment: Translating high-level business goals into actionable roadmaps for analytics, compliance, and product teams.

Stakeholder Management: Acting as a key advisor to senior leadership to provide data-backed justifications for resource allocation and product prioritization.

Organizational Transformation: Scaling team capabilities by shifting from reactive, ad-hoc processes to proactive, Agile frameworks.

Cross-Functional Governance: Driving accountability across departments, ensuring regulatory integrity, and standardizing operational quality.

Data Analysis & Modeling: Predictive Modeling, Root Cause Analysis (RCA), and Statistical Validation.

Technical Stack: Advanced SQL, Python, R, Snowflake, LookML/Looker, Tableau, JIRA.

Data Strategy: Data Governance Frameworks, ETL Logic, Metadata Management, and KPI Definition.

Activities:

Alpha Kappa Alpha Sorority, Inc., Zeta Sigma Omega Chapter
- Budget and Finance Committee, Member 2020 - Present
- Scholarship Committee, Member 2020 - Present

P.I.N.K. Ivy Foundation
- Treasurer, 2023 - Present: Manage the foundation's financial operations and budget, ensuring strict compliance with fiscal policies and transparency in reporting.
- Vice President, 2022-2023: Provided executive leadership, overseeing committee operations and assisting in the strategic direction of the foundation.