

JANE M. ESLINGER

Cary, North Carolina, 27513
919.746.3108 ▪ jane.eslinger@yahoo.com

PROFILE

Training and technical support professional specializing in presenting SAS programs and reporting techniques to various audiences, including representing SAS at national conferences. Authored a variety of instructional materials over my career to convey technical concepts including learning blog posts, publications, posters and two books.

CURRENT POSITION

2020 Adjunct Instructor, Department of Biostatistics, University of North Carolina at Chapel Hill
2019 Senior Technical Training Consultant, Education, SAS Institute Inc.

EDUCATION

BS, Statistics, North Carolina State University, Raleigh, NC

DEC 2002

PUBLICATIONS

BOOKS

- Eslinger, J. 2018. *The SAS® Programmer's PROC REPORT Handbook: ODS Companion*. SAS Press
- Eslinger, J. 2016. *The SAS® Programmer's PROC REPORT Handbook: Basic to Advanced Reporting Techniques*. SAS Press.

CONFERENCES

PAPER PRESENTATIONS

- Eslinger, J. 2020. *Common Task Done with CASL*. Proceedings of the SAS Global Forum 2019, Washington, DC.
- Eslinger, J. 2020. *It's All About the Base—Procedures, Part 2*. Proceedings of the SAS Global Forum 2019, Washington, DC.
- Eslinger, J. 2019. *It's All About the Base—Procedures*. Proceedings of the SAS Global Forum 2019, Dallas, TX.
- Eslinger, J. 2018. *Square Peg, Square Hole—Getting Tables to Fit on Slides in the ODS Destination for PowerPoint*. Proceedings of the SAS Global Forum 2018, Denver, CO.
- Eslinger, J. 2017. *The REPORT Procedure and ODS destination for Microsoft Excel: The Smarter, Faster Way to Create First-Rate Excel Reports*. Proceedings of the SAS Global Forum 2017, Orlando, FL.
- Eslinger, J. 2016. *The Dynamic Duo: ODS Layout and the ODS Destination for PowerPoint*. Proceedings of the SAS Global Forum 2016, Las Vegas, NV.
- Eslinger, J. 2015. *The REPORT Procedure: A Primer for the Compute Block*. Proceedings of the SAS Global Forum 2015, Dallas, TX.

POSTER PRESENTATIONS

- Welch, B., Eslinger, J., Woolson, R. 2009. *A Macro for Computing the Mantel Fleiss Criterion*. Proceedings of the Seventeenth Annual Southeast SAS Users Group Conference, Birmingham, AL.

TEACHING EXPERIENCE

ADJUNCT INSTRUCTOR

- Introduction to Statistical Computing and Research Data Management (BIOS 511), Department of Biostatistics, UNC-CH. Fall 2020.

GUEST LECTURER

- PROC REPORT Lessons. Introduction to Statistical Computing and Research Data Management (BIOS 511), Department of Biostatistics, UNC-CH. Fall 2019.

TRAINING SEMINARS

- PROC REPORT: Clinical Reports from Top to Bottom. 4-hr session, PharmaSUG. Philadelphia, PA, 2019.
- An In-depth Look at PROC REPORT. 4-hr session, PharmaSUG. Denver, CO, 2016.
- An In-depth Look at PROC REPORT. 2-hr session, Boston Area SAS Users Group. Cambridge, MA, 2015.

CERTIFICATIONS

- SAS Certified Data Scientist
- SAS Certified Advanced Analytics Professional Using SAS 9
- SAS Certified Big Data Professional Using SAS 9
- SAS Certified Visual Business Analyst: Exploration and Design Using SAS Visual Analytics
- SAS Certified Advanced Programmer for SAS 9
- SAS Certified Base Programmer for SAS 9
- SAS Viya Programming Specialist
- SAS Viya Programming Associate

PROFESSIONAL EXPERIENCE

SAS INSTITUTE INC.

CARY, NC

SENIOR TECHNICAL TRAINING CONSULTANT

AUG 2019–PRESENT

- Develops 6 training courses for SAS Risk solutions to teach customers how to use the software
- Collaborated with cross-functional team to develop 2 SAS Viya certification exams, included developing over 20 questions and reviewing 200 questions
- Delivers public and customer onsite training sessions and remote live web classes
- Assists other instructors during workshops for training courses

PRINCIPAL TECHNICAL SUPPORT ANALYST

APR 2019–AUG 2019

SENIOR TECHNICAL SUPPORT ANALYST

APR 2015–APR 2019

TECHNICAL SUPPORT ANALYST

APR 2012–APR 2015

SENIOR ASSOCIATE TECHNICAL SUPPORT ANALYST

JUN 2010–APR 2012

- Established and leads a virtual team tasked with determining how Technical Support will support SAS Viya, including which teams support which part of the product, determining the necessary training, and facilitate changes to internal tools to support SAS Viya
- Spearheaded knowledge sharing series and information collection for SAS Viya, including education plans and debugging tips, increasing the division's readiness for supporting customers
- Collaborated with cross-functional team to develop the product vision for CASL and promote its adoption by customers
- Handled SAS Foundation programming inquiries from customers by answering questions via the phone and email, averaging more than 800 resolved tracks a year
- Provided product support for PROC REPORT, PROC COMPARE, PROC CONTENTS, and the ODS destination for PowerPoint by reporting bugs, reviewing documentation, and writing testing programs
- Conducted instructional sections for hundreds of SAS users by publishing and presenting papers at user conferences to teach programmers how to use PROC REPORT and the Excel and PowerPoint ODS destinations
- Published 12 posts for SAS Learning Post Blog and SAS Users Blog by writing helpful tips on PROC REPORT, increasing engagement with SAS user community
- Published 45 SAS Notes (educational material) on support.sas.com to help customers find answers to their questions and thereby reduce call volume for Technical Support

RHO, INC.

CHAPEL HILL, NC

STATISTICAL PROGRAMMER/ANALYST

MAR 2008–JAN 2010

- Managed programming tasks for 6 pharmaceutical clinical trials by developing and validating data sets, and creating tables and listings, resulting in analysis-ready data sets and tables and listings for FDA review
- Investigated and implemented CDISC and ADaM standards and programming techniques as member of company-wide integration team to produce data in US FDA-recommended format
- Developed macros for creating adverse-event tables and calculating duration of multiple intervals by using DATA step programming, PROC SQL, PROC MEANS, and PROC FORMAT to provide efficient programming tools for the statistical programming department

RTI INTERNATIONAL
STATISTICIAN III
STATISTICIAN II
STATISTICIAN I

RESEARCH TRIANGLE PARK, NC
MAY 2006–FEB 2008
MAY 2005–MAY 2006
NOV 2002–MAY 2005

- Led successful execution of a national occupation information project (O*NET) by leading 3 statisticians in performing quality-control activities, resulting in all tasks completed accurately and on time
- Delivered data on 100 occupations for 6-month analysis cycles and conducted occupation and industry sample selection for 12 sampling waves
- Maintained analysis data files for each stage of sampling design in O*NET by using macro programming techniques in SAS, resulting in analysis-ready data files
- Processed enrollment lists and performed sample allocation tasks for National Postsecondary Student Aid Study (NPSAS) of approximately 80,000 students and 1,400 institutions
- Performed hot-deck imputation and post-sampling weighting calculations for National Study of Postsecondary Faculty (NSOPF), enabling extensive data analysis

SERVICE

SAS INSTITUTE INC.

CARY, NC

SAS YOUNG PROFESSIONALS NETWORK

SEP 2015–JAN 2018

- Developed a yearly vision and strategies for expanding the network by collaborating with 8 other members of the steering committee, strengthening the talent across the company
- Organized, scheduled, and promoted events each quarter to provide growth opportunities to network members
- Created and disseminated monthly newsletter to over 400 members to notify them of networking and professional development opportunities

NC STATE UNIVERSITY ATHLETICS DEPARTMENT

RALEIGH, NC

BASKETBALL STATISTICS CREW

NOV 2002–MAR 2015

- Generated the official play-by-play statistics of NC State Men's and Women's home basketball games