

Jacob S. Morgan

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Data Analyst

Data driven problem solver specializing in various data analytics tools to identify trends in data, big and small. A team player, constantly striving to go above and beyond to achieve the best outcomes for the company and its customers. Outgoing and hardworking, utilizing intelligence and process efficiency to drive improvements.

SKILLS

- Data Analysis
- SQL (Postgres)
- Python
- Power BI
- Tableau
- Business Intelligence
- Git/Git-Hub
- Microsoft Excel/Google Sheets
- PC Hardware and Construction

PROFESSIONAL BACKGROUND

Nashville Software School, Nashville, TN

Data Analyst Apprentice, July 2022 – Present

Intensive part-time bootcamp focusing on data analytics fundamentals and problem solving. Used real-world datasets and included projects where findings were presented to stakeholders from the community.

- Analyzed data using Microsoft Excel, including utilizing pivot tables and lookups, and connected to external data sources using the PowerPivot add-on
- Created interactive dashboard in Tableau to analyze disc golf rounds and monitor trends in performance
- Wrangled data and performed exploratory data analysis using Python's pandas library
- Created data visualizations using matplotlib and seaborn
- Gathered data through APIs and webscraping
- Performed geospatial analysis using geopandas and folium
- Cleaned and performed analysis on kids poetry data. Created interactive dashboard in Power BI to visualize trends across the dataset
- Source code version control with Git/GitHub
- Project management/tracking with GitHub project boards and issue tracking

GEICO, Nashville, TN

Senior Auto Damage Claims Adjuster (Field), Feb. 2021 – Present

- Works independently with minimal oversight, analyzing claims data and performing inspections to assess damage and coverage on over 1,500 claims per year, valued at ~\$4.5 million.
- Fraud Champion for Tennessee Manager Group. Presents weekly updates on statewide fraud data and referrals to the Investigation Department. Coaches colleagues to aid in the identification of fraud and the use of multiple fraud-fighting tools (e.g., EDR Scanning, Paint Analytics) decreasing the number of manual referrals needed.
- Distills technical information/data and explained it in common terms to customers (e.g., repair procedures, vehicle makeup, and policy/contractual information). Consistently maintained a customer rating of 4.0 out of 5.0.
- Manages customer claims process and repairs for up to 30 vehicles per week by establishing timelines, reviewing repair procedures, and maintaining communication with shop and customer throughout.
- Negotiate all aspects of claims (e.g., labor times and rates), as well as part prices and vehicle values based on market data. Settle total losses with customers on values ranging from \$500 to \$85k per loss.
- Coordinated a company school supplies drive (in TN), raising \$400 in 2 weeks for the 1st grade class at Glenview Elementary.

ARX 2.0 Account Manager, Feb. 2019 – Feb. 2021

- Selected for the Auto Repair Express 2.0 pilot program in TN on a 2-year rotation; maintained an average core metric of 4.2/5.0.
- Assisted in the selection of partner shops by reviewing candidate criteria (e.g., repair times, shop size, location, and ability to handle high volume). Remotely managed partner accounts at 30 repair facilities across TN, allowing the adjuster to increase their volume by 100%. Developed an efficient method of communication with the assigned shops to reduce the number of phone calls.
- Facilitated over \$300k per month in customer vehicle repairs and monitored repair timelines of up to 200 vehicles per week.

Senior Auto Damage Claims Adjuster (Field), Sep.2018 – Feb. 2019

Auto Damage Claims Adjuster (Field), Jun. 2015 – Sep.2018

- Promoted to Senior Claims Adjuster (Sept. 2018) based on consistently high core metrics (averaging above 3.5) and continuing education through voluntary industry trainings (see below). Highest performing Adjuster (out of 15) in the Nashville area in 2018.
- Improved the performance of two Auto Repair Express locations by assisting the facility managers in implementing the GEICO process. Additionally, reduced the average number of rental days paid by GEICO by 47% (from 15 to 8).

PROJECTS

Disc Golf Tournament Analysis/Dashboard – NSS Capstone

- Collected tournament data and player statistics using an API and webscraper
- Created Power BI dashboard to analyze past performance and attempt to predict future performance

Tableau Disc Golf Performance Dashboard

- Created dashboard using Tableau and Microsoft Excel
- Analyzed data using dashboard to monitor trends in performance across various courses
- <https://public.tableau.com/app/profile/jacob.morgan6055/viz/discgolf/DiscGolfStats>

Poetry Dashboard

- Cleaned and explored data using SQL to create dashboard in Power BI
- Using dashboard, analyzed data to identify trends across age, gender, and emotion.
- Created graphs to visualize trends

Baseball Stats Analysis

- Used SQL to query Lahman Baseball Database to answer various questions.
- Utilized various techniques including joins, common table expressions, and nested sub-queries

EDUCATION

NASHVILL SOFTWARE SCHOOL

Data Analytics, Cohort 07, July 2022-Jan. 2023

TN TECHNOLOGICAL UNIVERSITY, Cookeville, TN

Bachelor of Science, Sept. 2009 – Dec. 2013

ADDITIONAL

★ EAGLE SCOUT ★