

ANDREW PORTER

West Valley City, UT • andrewporter1140@gmail.com • 801.834.0294

<https://github.com/Andrew-Porter-Official/Data-Analysis-Portfolio>

[linkedin.com/in/andrew-porter-359031260](https://www.linkedin.com/in/andrew-porter-359031260)

PROFESSIONAL SUMMARY

Data analyst with 5 + years translating raw data into clear insights for decision-makers. Proven track record building Power BI dashboards, automating SQL/SharePoint data pipelines, and improving customer-experience metrics for financial-services and e-commerce organizations.

CORE TECHNICAL SKILLS

| Analytics & BI | Power BI (advanced), DAX, SharePoint, Excel (VLOOKUP, Power Query), basic Tableau | | Data Engineering | SQL, ETL automation with Python, REST APIs | | Web Dev | HTML, CSS, JavaScript (ES6), React | | Soft Skills | Stakeholder presentations, requirements gathering, multitasking in fast-paced queues |

EXPERIENCE

Member Experience Agent II — Mountain America Credit Union Salt Lake County, UT | Oct 2024 – Present

- Handle ~75 member interactions/day, resolving account, loan, and digital-banking issues.
- Escalate fraud alerts and complex cases, maintaining compliance with NCUA regulations.

Customer Support Specialist — Ken Garff Automotive Group Salt Lake City, UT | Jan 2024 – Oct 2024

- Scheduled 60 – 80 service appointments/day and coordinated with four service managers, driving a 10-point lift in post-service NPS.

Data Analytics Specialist — Golden Customer Care Salt Lake City, UT | Jan 2018 – Jul 2023

- Built 30 + Power BI dashboards covering agent KPIs and revenue, accessed by 200+ employees.
- Automated ETL pipelines (Python + SQL) that eliminated 15 hrs/week of manual CSV uploads.
- Presented monthly insight decks to VPs; recommendations cut fulfillment costs 8 % YoY.

Fraud Prevention Specialist II — Convergys Call Centre Remote | Dec 2016 – Dec 2017

- Investigated 100 + credit-card fraud cases/week using legacy DOS systems; recovered \$450 K + in attempted losses.

EDUCATION

Certificate, Web Application Development — Colorado State University Global | Mar 2023 – Nov 2023