Christopher Bordelon

Data Analyst/Developer
Lafayette Louisiana
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Portfolio: https://bordelondevops.github.io/Nodenet/
Github: https://github.com/BordelonDevOps

Experienced and instrumental professional with substantial experience in analyzing and interpreting company data as well as delivering insightful data-driven solutions to optimize business processes and drive strategic decision-making.

Proficient in data collection, cleansing, analysis, and visualization using a variety of tools and technologies. Adept at translating complex data into actionable insights, collaborating with cross-functional teams, and communicating findings effectively to non-technical stakeholders. Detail-oriented, analytical thinker with a strong commitment to accuracy and continuous improvement.

Technical Proficiencies

Python; Pandas, NumPy, Matplotlib, Plotly | Microsoft Excel | PivotTables | VLOOKUP | Power Query | Power Pivot | PowerShell | Data Visualization; Tableau, Power BI | SQL & Database Management | Data Cleansing | VBA (Visual Basic for Applications) | DAX (Data Analysis Expressions) | HTML5 | CSS | Javascript

Career Experience

Self Employed (2022-Present)

Experienced private IT contractor with a proven track record of delivering data-driven solutions and technical expertise to optimize processes and support strategic goals. Skilled in managing complex datasets, developing custom tools, and providing IT support across diverse projects. Proficient in Python, VBA, SQL, PowerShell, and data visualization tools like Tableau and Power BI, with a focus on automation, data analysis, and system troubleshooting. Adept at translating intricate data into actionable insights, collaborating with clients, and driving efficiency through innovative solutions. Detail-oriented and adaptable, with a strong commitment to accuracy and continuous improvement, demonstrated through successful contract engagements that enhance operational performance and deliver measurable results.

Key Accomplishments:

- Built a custom Python-based inventory tracking system for a small startup, reducing inventory errors by 40% and doubling order processing speed within three months, enabling them to scale and secure larger clients—a turning point that elevated my contracting profile.
- Designed a SQL database with automated reporting for an education client, replacing their paper-based system and cutting monthly report time from 20 hours to instant access; trained their team in under a week, leading to a year-long partnership that showcased my ability to foster lasting client relationships.
- I landed my first international contract with a European firm, managing cloud migration remotely by using PowerShell scripts to ensure zero downtime across time zones, expanding my business from local to global projects and growing my client base.
- Developed a VBA-driven tool for a retail client to automate their pricing updates across 500+ products, saving them 15 hours weekly and boosting their profit margins by 10% within two quarters, solidifying my rep for delivering measurable ROI.

- I took on a rush job for a client needing a quick data visualization fix before a donor pitch; whipped up a Tableau dashboard in 48 hours that helped them secure $50,000 in funding, proving I can thrive under pressure and turn client crises into wins.

University of Louisiana at Lafayette, Lafayette, LA (2024)
Contract Support Specialist

In this role, I have provided comprehensive helpdesk support, addressing a wide array of technical issues for users. My responsibilities include troubleshooting software and hardware problems, guiding users through step-by-step solutions, and ensuring optimal system functionality. I leverage my strong problem-solving skills to deliver quick and effective resolutions, enhancing user satisfaction and system reliability. This role allows me to contribute significantly to the maintenance of IT infrastructure and support day-to-day operations.

Key Accomplishments:

- Initiated the documentation for upgrading our entire telephony system to a fully integrated RingCentral solution.
- Analyzed IT service tickets, categorizing and breaking down types to identify trends and areas for improvement in technical support services.

St. Martin Parish School Board, Breaux Bridge, LA (Contract 2023 –2024)
Data Analyst

In this role I have utilized my expert analysis on a wide range of data sets which utilize my full mastery of Python and Excel. These statistical methodologies I use to extract insights that inform data-driven decision-making. This role is crucial in steering the school board's strategies for educational improvement and resource allocation. Leveraging a diverse skill set in IT acquired from the private sector, I have made a significant impact on optimizing workflows through automation. This approach has dramatically reduced workloads, achieving exponential efficiency gains. Additionally, I have assumed a more hands-on role in managing day-to-day operational tasks, ensuring seamless execution and continuous process improvement.

Key Accomplishments:

- Engineered a sophisticated database solution that amalgamated 2010 and 2020 Census datasets, employing a custom-built API and advanced algorithmic formulae. This initiative was pivotal in generating a forward-looking demographic projection, aligning with a strategic 5-year vision. This projection was a critical factor in the successful acquisition of a substantial educational grant, earmarked for the establishment of a Magnet School.
- Led the comprehensive overhaul and stringent audit of cybersecurity protocols, significantly optimizing the efficacy and timeliness of our response mechanisms to external data breaches.
- Executing a meticulous physical audit of an extensive inventory, encompassing over 17,000 technological assets utilized by students and faculty. This project aims to rectify long-standing inaccuracies and inefficiencies in the software-based management of our technological resources.

Meditrans LLC, Lafayette, LA 2022 –2023
Data Analyst

Create advanced API for intricate data set analysis through Python and Excel to reveal trends, patterns, and actionable insights. Employ statistical techniques to extract informed decision-making insights and empower organizational progress. Present accurate data and promote effective utilization of information. Devise and execute interactive dashboards using Python and Excel to foster user-driven data exploration and financial insight generation. Prioritize user-friendliness, visual appeal, and responsiveness to evolving data dynamics. Deliver end-user technical support, troubleshooting, and adept guidance on optimal data management and analysis practices. Illustrate data-derived insights compellingly to stakeholders.

Key Accomplishments:

- Continuously refined data reporting and analysis protocols through state-of-the-art industry methodologies to automate repetitive tasks and optimize workflows for amplified efficiency.
- Detected $80,000+ in overbilling from Telecom partner, devised comprehensive strategy enabling contract renegotiation, and secured advantageous position for company. Discovered 2.5% variance between utilization and Talkdesk's billing to catalyze strategic deliberations for company's expansion by instigating a proactive

dialogue. Spearheaded initiatives resulting in substantial Toll-Free price reductions, achieving 50% cost decrease.

- Enhanced data integrity by enforcing validation protocols, addressing discrepancies, and ensuring uniform precision across the organization's data landscape.
- Captured requisites, cultivated solutions, and effectively communicated outcomes in collaboration with cross-functional units.
- Gained proficiency in machine learning and natural language processing to contribute to data-driven strategic foresight.
- Spearheaded advanced LLM and AI development by demonstrating profound expertise.
- Pioneered conception and execution of numerous Python projects by showcasing innovation and problem-solving skills.
- Championed substantial Salesforce exposure to craft dozens of mission-critical reports instrumental in day-to-day operations within organization.

Programming Road Map:

- Initiated roadmap focused on minimizing human involvement, while recognizing value of oversight in June 2022.
- Reduced errors and overhead by implementing programmatic solutions for most of Meditrans' needs.
- Streamlined six daily reports with use of Programmatic Logic to allow Stakeholders early access to data.
- Created Check sheets as tools for improved data quality and enhanced operational reporting accuracy.
- Collaborated with Encounters Team/Salesforce to refine existing monthly reports and develop efficient alternatives.
- Dropped monthly report completion time from 7-10 days to under four days: boosting efficiency by 50%.

Insight Global, Lafayette, LA (Contract 2021 – 2022)
Network Operations Technician

Orchestrated dynamic project team of six members in enhancing network technology infrastructure across seven hospitals and 52 clinics. Served as level 1 IT support provider and swiftly resolved customer concerns. Collaborated with network engineers and field technicians to overcome array of project-linked obstacles. Led collaborative efforts with IT team to amplify development and continuous upkeep of network infrastructure. Executed hands-on technical end-user assistance to adeptly troubleshoot and swiftly resolve intricate network challenges. Engineered server capacity augmentation strategies to seamlessly accommodate escalating network traffic demands. Nurtured growth of junior IT staff through comprehensive training and furnished invaluable remote technical support to on-site field technicians. Remained abreast of breakthroughs within realm of network infrastructure and cutting-edge technologies to integrate newfound insights into operational paradigms.

Key Accomplishments:

- Directed and oversee initiatives spanning implementation, upkeep, and rectification of routing, IP switching, firewalls, and remote access technologies.
- Acquired profound expertise in fiber optic and Ethernet cabling to maneuver software installations, hardware adaptations, and adept resolution of intricate technical challenges.
- Managed internet domains, while elevating efficacy of the intranet and improving overall performance.
- Spearheaded installation, configuration, and updates of diverse networking peripherals catering to requirements of end-users.
- Devised and refined protocols for safeguarding data integrity, implementing foolproof backup and archiving mechanisms, and streamlining data retrieval processes.
- Enhanced network security protocols and accurately documented intricate network methodologies, repairs undertaken, and intricate cabling layouts.
- Conducted comprehensive diagnostic assessments on inter-device communications encompassing computers, routers, modems, and servers.

Education

Juris Doctor (JD) Degree in Law, Massachusetts School of Law, Andover, MA (2017) (Not completed)

Bachelor of Science in Public Safety Administration, Northwestern State University, City, State (2013)