John "Jack" Cournoyer

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PROFESSIONAL HIGHLIGHTS

- Skilled data analyst with demonstrated practical experience, adept at applying data analytics to elevate organizational performance.
- Successfully, Lean Six Sigma Black Belt experience applies through individual contributor roles, showcasing strong communication skills, cross-functional collaboration, and problem-solving acumen, resulting in streamlined processes and cost savings.
- Persistently creating compelling visualizations through advanced analytics and proficient data storytelling techniques, ensuring effective communication with stakeholders across technical and non-technical spectrums.

TECHNICAL SKILLS

Programming Languages: Python, SQL, PostgreSQL, DAX, Power Query, Pandas
Data Visualizations: Power BI, Looker, Tableau, HubSpot, Matplotlib
Analytical Development Tools and Technologies: Github, Micosoft Visual Studio Code, Microsoft Excel, Google Sheets, PostgreSQL, Anaconda, AWS, Oracle NetSuite, Relational Databases, Data Manipulation, Data Dashboard & Report Building, Business KPI Analytics, Statistical Analysis, SaaS Metric Reporting, Customer Churn/Retention Analysis, Data Modeling, SaSS Business Metrics

PROFESSIONAL EXPERIENCE

Senior Data Analyst | PropLogix – Sarasota, FL   (Nov 2022 - Current)
- Cleans, transforms, aggregates, and visualizes data using multiple programming languages, resulting in data that is business friendly and highly insightful.
- Scope, develop and implement data models using various methods such as star schemas and snowflake schemas showcasing both technical expertise but also business rule comprehension.
- Employs Power BI, SQL, and other various tools to create impactful visuals such as churn and retention analyses resulting in targeted strategies.
- Regularly synthesize and present complex data to high-level executives, including the CEO, enhancing strategic discussions, and contributing to a unified company direction.

Senior Process Improvement Specialist | PropLogix – Sarasota, FL   (Jan 2022- Nov 2022)
- Directed a migration project to consolidate customer support software platforms, resulting in the unification of multiple customer facing teams. This led to a more streamlined customer service approach and contributed to an average decrease in customer churn by an average of 4% monthly.
- Spearheaded the selection and implementation of a new performance management software platform, replacing a previously manual system. This innovation led to significant time savings and enhanced the company's workflow and employee engagement.

Operations Manager | PropLogix – Sarasota, FL   (Jan 2019 - Dec 2021)
- Managed a diverse team and led a data-driven initiative to go to market with a real estate due diligence product that generated $1 million in growth revenue within the first year.

EDUCATION

Florida State University, Tallahassee, Florida
Bachelor of Science

PROFESSIONAL CERTIFICATIONS

Aveta Business Institute | Lean Six Sigma Black Belt
Northeastern University | Data Privacy Fundamentals Certification
University of London | Corporate Strategy Certification
HubSpot Academy | Data Reporting Certification | Service Hub Certification | Sales Hub Software Certification