Jake Hotchkiss

Data Solutions Expert | Analytics and Engineering

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Resourceful data analytics professional who's passionate about turning data into insights, effectively learning new tools, and collaborating to solve complex problems with a team-first mindset.

Education

Western Governors University	**Online**
Masters of Data Analytics: Data Engineering	*Aug 2024 – Aug 2025*
Utah State University, Jon M. Huntsman School of Business	**Logan, UT**
Bachelors of Data Analytics	*Aug 2018 – May 2024*

Skills & Tools

- **Languages:** Python (Pandas, NumPy, Requests), SQL (MySQL, Postgres), HTML
- **Platforms & Technologies:** Tableau, AWS (S3, EC2, Redshift), GitHub, Apache Airflow, Web JSON APIs, Snowflake, Domo, Grow, Excel, Postman, DataGrip, Jira, GitLab, Notion, Guru

Data Analytics

- Stock Market Trading Simulator: Built 3 Python trading strategies on AWS/Linux, yielding up to 40% annual returns.
- Tradeline Insights Query: Analyzed 2.6M+ tradelines, identified 25+ error types, and eliminated 15,600 failures in one week.
- DOMO Reporting: Built 8 dashboards, 194 cards, and 5 datasets (80K+ rows); handled ad hoc requests and GitHub schema updates.
- Tableau Analytics: Built dashboards revealing U.S. cost disparities, helping executives identify trends and optimize business decisions.

Data Engineering

- Airflow ETL: Designed a scalable ETL pipeline using Apache Airflow to orchestrate data ingestion from AWS S3 to Amazon Redshift.
- Glue + Spark ETL: Built pipelines processing 80K+ IoT records/run, enforced data privacy, and delivered datasets via Athena.
- FastAPI + Docker: Deployed a trained model using FastAPI, containerized it with Docker, and wrote pytest unit tests for validation.
- BigQuery Data Warehouse: Designed and loaded normalized JSON transaction data into BigQuery, improving query efficiency.

Professional Experience

Entrata	**Logan, UT**
Lead Senior Technical Support Engineer	*Mar 2025 - Present*

- Completed developer-level tasks using Python management commands, lowering the workload of developers by 3-5 support tickets weekly.
- Orchestrated and managed a major support system overhaul, including the process of removing personal identifying information from company databases and records, reducing turnaround time by 87%.
- Mentored team members on SQL workflows, dashboard building, and data-driven escalation practices.

Senior Technical Support Engineer   *Aug 2023 – Feb 2025*

- Led resolution for 1,444 technical support tickets, often collaborating across teams to ensure client issues were addressed even when escalated.
- Specialized in RentPlus and Homebody platforms support, diagnosing recurring issues, and submitting bug/task tickets to the dev team.
- Authored over 3,300 comments and 5,300 updates, contributing to team transparency and knowledge sharing.
- Logged 591 public comments and 2,728 internal notes, ensuring both client clarity and internal alignment.

Utah State University – Computer Science	**Logan, UT**
Computer Science Lab Consultant	*Jan 2023 – May 2023*

- Improved problem-solving and critical thinking skills through troubleshooting and resolving technical issues for 5-20 students and faculty per shift.

Hawx Services	**Tampa, FL / Logan, UT**
Data Analyst Intern	*Sept 2022 – Dec 2022*

- Analyzed weekly customer data (300+ rows) to identify sales patterns and recommend profitable target areas.
- Extracted and cleaned 500+ accounts from proprietary systems for reporting and comparison.

Sales Representative   *May 2022 – Aug 2022*

- Serviced 151 accounts with $82,951 in total revenue; generated $62,820 in payable contract value across pest control and outdoor services.
- Maintained a $550 average contract value and identified 18 overdue accounts for proactive outreach.

Volunteer / Leadership

Thanksgiving Heroes	**Salt Lake City, UT**
Volunteer	*Nov 2023*

- Organized and managed a Thanksgiving donation initiative, raising $1,050 to provide and deliver 10 holiday meals.

The Church of Jesus Christ of Latter-day Saints	**Sao Paulo, Brazil**
Missionary	*Jul 2019 – Jun 2020*

- Trained and instructed eight 2-person teams, overseeing 30+ missionaries in a leadership capacity.
- Compiled and reported weekly/monthly performance metrics to regional leaders to guide operational improvements.