

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

Masters of Data Analytics: Data Engineering

Online

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

Lehi, UT

Data Analyst I, Sales Operations

Aug 2025 - Present

- Designed and launched a Sales Ramping Performance dashboard in DOMO, enabling leadership to track ramped vs. ramping RVP performance with standardized metrics and color-coded benchmarks.
- Automated weekly scheduled sends and leader-accessible reporting, ensuring consistent accountability across teams and improving VP alignment on underperforming reps.
- Partnered with Sales Management to translate ambiguous business requests into actionable dashboards, reducing manual reporting needs and reinforcing data-driven performance management.
- Consolidated quota, pipeline, and ACV data from Salesforce and internal databases to provide a unified view of sales productivity, accelerating decision-making across leadership.

Lead Senior Technical Support Engineer

Mar 2025 - July 2025

- 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.

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.