TANDREA BURNS

Dallas, TX

773-256-7409 | Tandrea.burns9@gmail.com

linkedin.com/in/tandreaburns00 | https://github.com/Tmburns0

PROFESSIONAL SUMMARY

IT Professional with extensive experience in data analysis, investigative analysis, and complex claims management. Skilled in predictive modeling, data visualization, and effective customer service, with a strong focus on collaboration and on-time issue resolution. Proficient in strategic planning and relationship-building with both internal and external stakeholders. Recognized for driving efficiency, compliance, and achieving successful outcomes in dynamic team environments.

- Troubleshooting
- Data Analysis
- Web development

TECHNICAL SKILLS

Programming Languages: SQL, Javascript, HTML, CSS
Cloud Computing: Microsoft SQL, GitHub, Sap
Software: Microsoft SQL, React, Node.js, Express, MongoDB
Operating Systems: Windows 10

TECHNICAL PROJECTS

Capstone | May 2025 – Present
- Details
- Link

React Weather App | April 2025 – Present
- Details
- Link

PROFESSIONAL EXPERIENCE

Nissan Motor Acceptance Corporation | Irving, TX   **2019 – Present**
Rebate Specialist
- Coordinated with Nissan on the status of Active and Inactive Dealers, ensuring compliance with state and national laws and regulations through detailed technical analysis
- Resolved refund and product cancellation issues for 500+ Nissan and Infiniti Lease and Retail accounts monthly, ensuring 98% accuracy and reducing transaction delays by 30% through effective dealership collaboration.
- Executed technical chargebacks against dealership reserves, recovering an average of $350K monthly and mitigating financial loss through precise refund estimations.
- Analyzed customer checks and conducted in-depth research on 1200+ accounts, optimizing fund allocation processes and improving financial accuracy Streamlined the product cancellation process by clearly communicating contract conditions to dealerships, reducing processing time by 20% and enhancing customer satisfaction.
- Developed and led Zoom training sessions for three new employees from Aguascalientes, Mexico, increasing onboarding efficiency and improving technical proficiency by 25%.
- Implemented strategic financial recovery measures, reclaiming millions in lost revenue, showcasing expertise in financial risk mitigation and recovery.
- Coordinated with Nissan on 100+ dealership compliance audits, ensuring adherence to state and national regulations, reducing compliance errors by 15% through detailed technical analysis.

TEKsystems | Irving, TX   **2018 – 2019**
Image Analyst (Contract)
- Enhanced efficiency of Artificial Intelligence program through categorization and analysis of sensitive visual data sets.
- Improved functionality/reliability of labeling tools by troubleshooting and resolving image errors.
- Enabled accurate object classification by creating robust logical sets to improve performance of AI programs.
- Generated comprehensive justifications for collection of specific imagery by utilizing pattern analysis of imagery activity.
- Selected as member of a specialized team tasked with reviewing challenging/complex images and videos.
- Optimized Artificial Intelligence program efficiency by categorizing and analyzing 500+ sensitive visual data sets, enhancing model accuracy by 30%.
- Increased labeling tool functionality and reliability by troubleshooting and resolving 95% of image processing errors, reducing workflow disruptions.
- Improved AI object classification by designing 500+ robust logical sets, leading to a 30% enhancement in detection accuracy.
- Conducted advanced pattern analysis of imagery activity, generating data-backed justifications that improved intelligence collection efficiency by 20%.
- Handpicked as a member of an elite team to analyze and review highly complex imagery and video datasets, ensuring critical intelligence accuracy.

PFS Web | Irving, TX   **2018 – 2018**
Customer Support (Contract)
- Engaged with external customers via telephone and email, handling inquiries and concerns from an average of 200 customers per month, improving response times and customer satisfaction metrics.
- Resolved billing and service-related complaints for over 500 accounts, effectively escalating service failures to appropriate departments, leading to a 30% reduction in complaint resolution times.
- Maintained detailed records for over 1000 customer interactions, including call particulars, account details, and resolutions, enabling seamless follow-ups and enhancing communication efficiency across departments.

TECHNICAL TRAINING

NPower | Remote   **09/2023 -Present**
Full Stack Developer Trainee
- Completed a 24-week Full Stack Developer training program, gaining hands-on experience in both front-end and back-end development technologies, including HTML, CSS, and JavaScript.

Colaberry School of Data Analytics | Remote   **08/2020 - 02/2021**
Data Analytics Trainee
- Completed an intensive 20-week Data Analytics program, gaining hands-on experience with data analysis tools, SQL, for data manipulation and analysis.
- Developed proficiency in data visualization using tools such as Tableau and Power BI, creating insightful and interactive dashboards for data-driven decision-making.
- Demonstrated the ability to work with databases by mastering SQL queries, data integration, and management, ensuring effective data storage and retrieval.

CERTIFICATIONS AND EDUCATION

Path2TECH Full Stack Developer Program | NPower | In Pursuit
Data Analytics Program | Colaberry School of Data Analytics | Completed
Bachelor of Arts in Sociology | University of Texas Arlington | Completed
Associates of Arts | Richard J Daley College | Completed

Certificates and Certifications Obtained
Microsoft SQL Professional Certificate

Technical Coursework
Google Coursera: Introduction to Git and GitHub
Google Coursera: Crash Course on Python
Google Coursera: Troubleshooting and Debugging Techniques
Google Coursera: Using Python to Interact with the Operating System