Andres Castillo

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760-960-5769

**Military veteran with mortgage experience, data analysis, risk mitigation, and management experience**

**Data Analyst/Statistician**Dynamic Systems Technology - September 2022 to Present  
• Provided accurate and timely technical support for the Phoenix U.S. Navy Talent Acquisition Group using statistical and analytical methodology, presentation techniques, and data visualization tools  
• Analyzed data collection procedures and managed PrideMod database including technical policy documents

• Effectively cleaned and transformed historical data sets to ensure an accurate, available, and secure data base within the recruiting command  
• Directed administrative personnel to resolve identified procedural problems and recommended data-driven recommendations to command leadership on problems related to recruiting efforts  
• Redesigned reporting procedures resulting in 500 annual man-hours saved

**Data Analyst**United States Air Force Reserve Command - December 2020 to Present  
• Reported workforce performance using data visualization tools Power BI, Excel, and trend analysis

• Accomplished investigative studies involving maintenance operations problem areas utilizing root cause analysis   
• Analytical support and disaster recovery utilizing Excel macros, nested formulas, and pivot tables  
• Presented data report findings and recommendations for improvement to Air Force leadership

**Sales Coach Manager**NewRez - April 2021 to September 2022  
• Managed team of 8 loan originator sales performance, including training planning, developing, and monitoring of workforce performance   
• Collaborated and communicated with compliance team reviewing sales pipeline, origination volume, origination total, and pending closures and cancellations  
• Evaluated and determined developed loan originators to function in all aspects of loan originations and selling techniques  
• Workforce performance data guru using data visualization tools Tableau and Excel

**Underwriting Supervisor**Nationwide Pet - September 2018 to September 2019  
• Supervised 16 associates including performance management, development, workflow planning, and hiring  
• Completed a Lean Deployment as the lead Line Change Agent and collaborated with multiple departments for a successful innovation culture change implementation  
• Project management utilizing Lean methodology resulting in annual savings of over $250k by project conclusion

**M.A. History**California State University Fullerton  
**B.A. History**California State Polytechnic University of Pomona  
Military Service  
**Branch: United States Air Force Reserve**  
Rank: Airman First Class

Certifications and Licenses

**Google Data Analytics Professional Certificate**

**Google IT Support Professional Certificate**

**IBM Intro to Data Science Certificate**  
**OSHA 30 Hour for Construction**   
**NMLS License**  
**Secret Clearance**

**AZ Unarmed Security Guard**