

Andrew Howard

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https://andrewmchoward.github.io/my_portfolio/#

Knowledgeable Programmer, Web Developer, Data Scientist, and Analyst with a strong understanding of reading and executing code, as well as analyzing business data in order to make informed business decisions.

EXPERIENCE

Conversion Analyst

Mar 2023 - Present

The Lake Law Firm, NYC, NY (Remote)

- Joined data from various CRM sources using SQL, using this data to track fulfillment across many legal campaigns.
- Kept CRM records up to date via consistent data cleaning and imports.
- Communicated with company investors to provide an understanding of our firm's pipeline and projected earnings.
- Wrote code in Python to assist in analyzing and cleaning data, as well as predicting legal case and call volume along with the cases' values.

Team Lead/Service Level Analyst

Oct 2021 – Mar 2023

Utah Community Credit Union, Provo, UT

- Analyzed customer service level data to determine peak customer engagement timeframes and what needs customers were calling in for.
- Presented data models to management teams for review.
- Performed aggregation of employee stats data to determine highest-performing employees, as well as determine lacking performance areas.

Freelance Web Developer

Nov 2021 – Present

Self Employed

EDUCATION

Bachelor of Science (B.S.) - Forensic Science

Aug 2016 - Aug 2020

Utah Valley University, Orem, UT

CS50 - Harvard

SKILLS

Python, SQL, R, C, HTML, CSS, JavaScript, React, Webhooks, Excel, BigQuery, SQLServer, Salesforce CRM, Zoho Analytics & CRM, Tableau, Google Analytics, Microsoft Power BI, Jupyter Notebooks

LICENSES & CERTIFICATIONS

Google Data Analytics Certificate

2023

Google

Supervised Machine Learning: Regression and Classification

2023

DeepLearning.AI / Stanford Online