Andrew Borgeson

(805) 798-5615
andrew@andrewborgeson.com
andrewborgeson.com

EXPERIENCE

Avochato, Remote – *Senior Customer Operations Specialist*

January 2022 - Present

- Promoted to Senior Customer Operations Specialist in January 2022
- Led long tailed data projects and ad-hoc requests using SQL and Looker
- Created dashboards that provided valuable insight into many areas of the business including marketing spend, product usage, upsells and downsells
- Wrote internal processes and led trainings for team members

Customer Operations Specialist

March 2021 - December 2021

- Queried customer data using SQL and Looker
- Presented data to internal stakeholders
- Built dashboards in Salesforce and Looker to assist in monitoring customer satisfaction and internal KPIs
- Managed day to day billing operations

Customer Success Manager

January 2019 - February 2021

- Managed support for large pipeline of SMB to Mid-Market companies
- Strategized with clients to increase product usage and adoption
- Leveraged Salesforce and Mixpanel data to identify potential growth

Peek, San Francisco, CA — *Account Executive*

October 2017 - June 2018

ZOZI, San Francisco, CA — *Sales Development Representative*

December 2015 - March 2017

Crushpath, San Francisco, CA — *Sales Development Representative*

May 2015 - September 2015

Colorado College, Colorado Springs, CO — *Sociology*

Graduated 2014

Focus: Quantitative Research Methods

SKILLS

Proficient in:

- SQL (PostgreSQL, MySQL)
- Python (Pandas, MatPlotLib, NumPy)
- Looker
- Tableau
- Salesforce Reporting
- Mixpanel