Andrew Borgeson

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

EXPERIENCE

Avochato, Remote – *Senior Operations Analyst*

January 2022 - Present

- Promoted to Senior Operations Analyst in January 2022
- Led long tailed data analysis projects and ad-hoc requests
- Wrote internal processes and led trainings for team members
- Created initiative that increased NPS responses by 150%

Operations Specialist

March 2021 - December 2021

- Assisted in the development of internal Looker schema
- 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

- Managed complete sales cycle for SMB clients
- Exceeded 150% to quota, Q1 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, Seaborn)
- Looker
- Tableau
- ArcGIS
- Salesforce Reporting
- Mixpanel
- Stata