

Andrew Byrnes

707 South Dickinson Street, Madison, WI 53703 | (773) 885-3893 | byrnesaw@gmail.com

August 25, 2022

Re: Catalog Analyst Role - Madison, WI

Hello Fetch Rewards Hiring Team,

I'm excited to express my interest and submit an application for the Catalog Analyst role based in Madison, WI! My success at high-growth companies, Fetch's core beliefs for users and customers, and prioritization of employee well-being give me optimism that this could be a great fit where I would thrive and bring value to the team.

Over the past decade I have embraced opportunities to work in a variety of operations and analytical roles, all made possible by the skills I developed as a Data Analyst at Groupon in the early 2010s. My foundation was SQL and I learned to use Excel to solve problems better suited for tools like Looker and Tableau. I've since added those tools to my belt along with Snowflake/Redshift, Domo, and Jupyter Notebooks. After Groupon I moved to PayPal where I continued my focus on analytics and began automating reporting processes. There I gained experience in management, building and leading two teams of customer support analysts, first in the Braintree division and then Venmo. I built on interpersonal skills through communicating and presenting analysis tailored for a range of audiences, including c-level leaders. I also developed strategies to adapt to different teams' workflows, collaborating across departments.

While at PayPal I graduated from Actualize, an immersive developer bootcamp based in Chicago. I was exposed to many facets of full-stack development and the agile methodology. This experience has paid dividends in my career. I've gained context that has allowed me to collaborate effectively with engineering teams, and enhancements to my analytical skill sets. It's led me to automating tasks like on-boarding with Python scripts and developing APIs to connect systems, e.g. Five9 contact center and Slack for real time alerting.

I currently administer and develop a customized telecom stack for 2,000+ users at Datto. While my current role's focus is not reporting and analytics, my skill set has allowed me to add value across the company through collaborating and consulting with Business Intelligence and Workforce Management teams as they designed the ETL process, and developed robust insights and reporting from the data my systems surface. I was rewarded with the Andrew Stuart DattoByte Award for exemplifying Datto's Core Values in part for my one-team approach in partnering with stakeholders across the company.

The recent acquisition of Datto by Kaseya has inspired me to reflect and reconsider how and where I want to continue my career. The goal of the catalog team and the types of problems they will tackle is the invigorating kind of work I thrive in. I'm intrigued by the opportunity to re-focus on data and draw on the tangential experiences I have gained since my days as an analyst. Collaboration is a strength, and working with other teams in the organization would be energizing.

I have realized that a company's philosophy and approach to business is equally important to finding engaging work. Ethan Fox, a close friend, has been able to confirm many of my suspicions - namely that Fetch values diversity and inclusion, prioritizes employee well-being, and creates an environment where folks can do their best work.

Thank you for your time, I look forward to hearing from you.

-Andrew