Chris Davis

360.339.3551
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EDUCATION

MS Data Analytics | Western Governors University | Expected graduation: Oct. 2021

BBA Operations Technology Management | University of Portland | 2013

SKILLSET

- Data Extraction/Cleaning
- Exploratory Analysis
- Predictive Modeling
- NLP Modeling
- Data Visualization/ Dashboard Creation

- Python
- SQL
- R
- VBA
- Tableau

EXPERIENCE

Manager, Digital Operations
└ adidas | Mar 2020 – Dec 2020
- Manage payment systems and performance for North American markets
- Analyze payment related issues and provide detailed resolution requirements
- Define payment KPIs/targets and develop internal/vendor level reporting processes
- Work with vendors to address performance issues, diagnose errors, and develop enhancements
- Identify opportunities and manage the implementation of new payment types/features

Asst. Manager, Platform Operations
└ adidas | Jan 2018 – Mar 2020
- Manage e-commerce fraud mitigation and payment performance for the US market
- Respond to new fraud attacks. Vulnerability analysis, rule ideation, and performance analysis
- Work with global teams to request enhancements, define requirements, and assist implementations
- Resolve site bugs and other operations related issues as requested by CS, HR, IT, Mktg. etc.

Business Analyst
└ The Clymb | Jan 2014 – Jul 2015
- Develop and report weekly operations metrics
- Build out dynamic dashboards to provide live data access
- Perform ad-hoc queries/analysis as requested by several teams
- Work closely with the engineering team to locate backend issues and develop requirements

Operations Coordinator
└ The Clymb | May 2013 – Jan 2014
- Manage the receipt of product correctly into inventory and into the product information database
- Automate excel based processes using VBA
- Collaborate with the warehouse staff to assist in resolving customer related issues