CHRIS **MANGUM**

5401 E Van Buren St, Phoenix, AZ 85008 **|** C: 480-737-6069 **|** csmangum@gmail.com

**SUMMARY**

Determined and successful analyst with an established history working in high-paced and data driven environments. Motivated by a desire to answer complex questions and develop powerful solutions. A self-starter, continually adding analytical tools including Python programming, data visualization, and machine learning. Skilled in: Lean Six Sigma, SQL, Process Mining, and Text Mining.

**HIGHLIGHTS**

|  |  |
| --- | --- |
| * Process Improvement | * SQL/Hadoop |
| * Advanced Excel | * Process Mining |
| * Text Mining | * Python |
| * Machine Learning | * Project Management |

**EXPERIENCE**

**Process Analyst 11/2014 to Current**

**State Farm Insurance Tempe, Arizona**

* Built classification models from tens of millions of unstructured records
* Designed precursors to business process automation, in a production environment
* Regularly handled large datasets and performed analysis in ecosystems like Hadoop
* Applied Lean principles to reduce waste and increase efficiency with significant financial gains

**Sales Representative 08/2012 to 11/2014**

**State Farm Insurance Tempe, Arizona**

* Licensed as a Property and Casualty Producer
* Trained colleagues and new employees with company procedures
* Created compliance committee to enforce customer privacy
* Regularly performed at the top of my area in multiple operational measures

**Field Supervisor 07/2010 to 04/2012**

**Milstein Adelman, L.L.P**. **Santa Monica, California**

* Administered home inspections across Southern California
* Customer service role for the company while building relationships with clients
* Managed the daily schedule to accomplish job goals and protect plaintiff rights
* Worked independently and supervised large groups of professionals and experts

**EDUCATION**

**Master of Arts: National Security** **2012**

California State University: San Bernardino

**Bachelor of Science: Geospatial Intelligence** **2009**

Brigham Young University