

# JC Ketterer

## Data Analyst and Business Professional

Passionate and driven individual with +5 years of experience in a professional setting looking to begin a career in data analytics. Enthusiastic and extremely detail oriented, I am skilled in organization, prioritizing, and ability to efficiently multitask while establishing relationships within and outside of the company. Was a part of the team that incorporated a completely new verification system within the underwriting department at Carvana. Worked with directors, managers, product managers, data analysts, and developers to implement "Carverify" to the floor. Used Microsoft SQL to troubleshoot purchase ID database as well as making sure underwriting cases were routing correctly with the automated routing system with MSSQL and SQL Server Reporting Services (SSRS). Lead each group project for the Data Analytic boot-camp by delegating the usage of data scraping, ETL, and visualizations to tell a story with the data. Earned a Bachelors of Science in Communication and certifications in Microsoft Excel and Data Analytics through the University of Arizona Data Analytics Boot-camp.

### Experience

<b>10/2019 - present</b>	<b>Senior Customer Advocate</b> <i>Carvana LLC</i> <ul style="list-style-type: none"><li>▪ Subject matter expert for all underwriting inquiries</li><li>▪ Work hand in hand with Team Leads in their ten minute stand up meetings along with the thirty minute huddle meetings</li><li>▪ Stand in Team Lead when other Team Leads are out of the office</li><li>▪ Ability to make exceptions based on completely reviewing account in special occasions</li><li>▪ Cross-trained in all other advocate departments for ability to flex as business needs</li></ul>
<b>11/2018 - 09/2019</b>	<b>Risk Assessor II</b> <i>Carvana LLC</i> <ul style="list-style-type: none"><li>▪ Used MSSQL and SSRS to troubleshoot and test the automated case routing system and to query specific trouble purchase ID's to send to engineering for further review.</li><li>▪ Trained and implemented the new verification system Carverify to over 400 verification advocates.</li><li>▪ Subject matter expert for Carverify showing a 50% increase in conversion of approved loans.</li><li>▪ Specifically worked High Risk cases that required more extensive underwriting review.</li><li>▪ Given the YODA (Your Official Designated Assessor) role.</li></ul>
<b>01/2018 - 11/2018</b>	<b>Risk Assessor I</b> <i>Carvana LLC</i> <ul style="list-style-type: none"><li>▪ Effectively and efficiently worked through financing cases for all orders placed by customers on the Carvana website.</li><li>▪ Ensure compliance with underwriting policies and be familiar with constant changes in policy and procedures.</li><li>▪ Utilize the proprietary software tools, as well as external tools such as consumer credit bureaus and other internet sources, to assist in the decision making process.</li><li>▪ Possess strong decision quality skills and ability to grasp key points from detailed phone calls and reports.</li></ul>
<b>07/2016 - 09/2017</b>	<b>Inside Sales Representative</b> <i>Young's Market Company</i> <ul style="list-style-type: none"><li>▪ Managed and develop an effective partnership with over 500 accounts over the state of Arizona. Constant communication with national corporate chains accounts: Oregano's, Carrabba's, Buffalo Wild Wings, Texas Roadhouse, Cheesecake Factory, RA Sushi, Hyatt Place, Tilted Kilt, and Thirsty Lion to assure mandated policies are being followed.</li><li>▪ Gain knowledge of customer's business operations and coordinating multiple and diverse options for selling the company's products to each.</li><li>▪ Have extensive knowledge of the company's products and knowing in-depth features and benefits of each compared to the competition.</li><li>▪ Maintain up-to-date, accurate territory and account records.</li><li>▪ Build positive relationships and an effective partnership with the ultimate decision maker in all assigned accounts.</li><li>▪ Communicate issues, opportunities and market intelligence with appropriate management through written, electronic and verbal means.</li></ul>
<b>12/2012 - 06/2016</b>	<b>Server/Bartender</b> <i>Hillstone Restaurant Group</i> <ul style="list-style-type: none"><li>▪ Ability to work efficiently and effectively on the dining room floor and behind the bar.</li><li>▪ All drinks where made to a specific standard</li><li>▪ Trained all new service bartenders with drinks recipes and drink standards</li><li>▪ Completed seven days of server training which included: Food preparation, ingredients for all dressings, sauces, appetizers and entrees.</li></ul>

### Personal Info

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**GitHub**  
<https://github.com/jcketterer>

### Skills

Data Analytics Programming Languages (Python, SQL, MongoDB, JavaScript, D3, SVG, Leaflet, CSS, HTML, Pandas, Tableau, R, Big Data, and Machine Learning.)

Excel Certified

Microsoft Office (Word, Excel, Powerpoint, Access, and Outlook)

## Education

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08/2007 - 05/2012	<b>Arizona State University</b> Bachelor of Science in Communication
08/2019 - 02/2020	<b>University of Arizona Data Analytics Boot-Camp</b> Certification in Data Analytics