

JASON SUMMERS

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SUMMARY

Data & Operations Analyst with 20+ years of diagnostic, operational, and decision-support experience. Skilled in SQL, Excel, Python, Power BI, dashboarding, and KPI development. Strong background analyzing labor-line overuse, technician performance trends, and operational inefficiencies. Proven ability to turn messy data into clear insights that reduce cost, improve accuracy, and support leadership decision-making.

RELEVANT EXPERIENCE

CarMax – Operational Data Analyst (Stretch Role)

Sept 2025 – Present

- Analyzed 6 months of technician labor-line usage to identify overuse patterns, cost drivers, and operational inconsistencies.
- Cleaned and standardized large raw datasets into technician, RO, and labor-line structures for Excel, SQL, and BI analysis.
- Built dashboards and pivot models showing top overused labor lines, technician-level contribution %, and category-level trends.
- Helped drive **\$40 per-unit reduction in over-processing (~ \$375K annualized savings)** by training managers to validate and deny unnecessary labor lines.
- Presented findings to senior leadership to support a company-wide process clarity and cost reduction initiative.

CarMax – Technician Production Manager

Jan 2025 – Sept 2025

- Managed daily workload distribution, technician throughput, repair approvals, and shop-level workflow.
- Collaborated with Advisors, Leads, Service Operations, and QA to balance cost, quality, and cycle time.
- Used operational data to coach technicians on efficiency, repeat concerns, and avoidable labor usage.
- Ensured consistent shop standards across safety, quality, and customer-focused decision-making.

CarMax – Automotive Technician / State Inspector

Mar 2007 – Jan 2025

- Diagnosed complex **electrical, drivability, and safety-related** concerns across a wide range of vehicles.
- Performed Maryland State Inspections and ensured compliance with all safety regulations.

- Served as a technical mentor for diagnostics, repair strategy, and workflow prioritization.
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TECHNICAL PROJECTS

Operational Labor Overcharge Analysis – Portfolio Case Study

SQL • Python • Excel • Power BI

- Built an end-to-end operational analytics project simulating real RO auditing and cost reduction analysis.
- Created technician benchmarking, severity scoring, overcharge KPIs, and an interactive BI dashboard.
- Demonstrated root cause analysis, data modeling, and operational insight development.

TechMetrix – Technician Performance Dashboard

Next.js • Prisma • PostgreSQL

- Developed a dashboard prototype visualizing billed hours, weekly trends, and efficiency indicators.

AutoMate – Vehicle Maintenance Tracking System

React • Next.js • PostgreSQL

- Designed a tool consolidating service history, maintenance forecasting, and reliability insight tracking.
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SKILLS

Data Tools: SQL, Excel (Pivot Tables, Power Query, Data Cleaning), Python (Pandas), Power BI, Tableau

Analytics: Data Cleaning, KPI Development, Dashboarding, Trend Analysis, Root Cause Analysis

Technical: React, Next.js, Git, GitHub

Operational: Process Improvement, Technician Performance Analysis, Cost Reduction Analysis

CERTIFICATIONS

- **CompTIA Security+**
 - **Google Cybersecurity Professional Certificate**
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EDUCATION

A.S. in Computer Science (In Progress) – Carroll Community College

GPA: 4.0

Relevant Coursework: Object-Oriented Programming, Information Systems, Computer Ethics, Speech Communication