Thomas Pates

Data Analyst

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SUMMARY

Results-driven professional with a strong background in sales and data analysis, adept at leveraging analytical skills to enhance customer satisfaction and drive revenue growth. Proven track record of implementing efficient processes and fostering relationships that lead to increased repeat business. Committed to utilizing data governance practices to ensure data integrity and support strategic decision-making in a cybersecurity context. Google Cloud Computing Certificate recipient knowledgeable In cloud storage, safety and efficiency.

SKILLS

Attention to Detail - Cloud Computing Basics - Communication - Communication & Interpersonal Skills - Communication (Written & Verbal) - Critical Thinking - problem solving - Problem Solving - SQL - Team Collaboration - Time management - Time Management

EXPERIENCE

Sales Specialist | Carwise   Aug 2023 - Present

- Enhanced customer satisfaction by 30% through personalized follow-up communications and tailored service solutions during high-volume sales periods.
- Increased sales revenue by 25% by implementing targeted marketing strategies and leveraging data analytics to identify customer needs in a competitive market.
- Streamlined the sales process, reducing transaction time by 15%, by introducing an efficient CRM system that improved team collaboration and client management.
- Trained and mentored new sales team members, enhancing their performance by 20% through structured onboarding programs and ongoing support in a fast-paced environment.
- Developed strong relationships with clients, resulting in a 40% increase in repeat business by actively engaging with customers and addressing their concerns promptly during the sales cycle.

Sales and F&I Manager | Carzone   May 2019 - Sep 2023

- Implemented data management processes that improved accuracy and consistency of financial reporting, ensuring compliance with industry standards in a fast-paced environment.
- Analyzed financial metrics to identify trends, leading to strategic recommendations that enhanced profitability for the organization.
- Collaborated with cross-functional teams to develop effective communication strategies for presenting complex data insights to stakeholders.
- Led training sessions on financial compliance protocols, increasing team knowledge retention by 30% through interactive learning methods.
- Utilized advanced Excel functions for data analysis, resulting in streamlined reporting processes that saved the company significant time each month.

Sales Specialist | Ziegler Honda   Jan 2018 - May 2019

- Utilized analytical skills to assess customer feedback data, leading to actionable insights that improved service delivery across multiple channels.
- Conducted thorough market research using SQL queries to identify emerging trends, informing product development strategies that aligned with customer needs.

- Collaborated with team members on projects aimed at enhancing operational efficiency, achieving a reduction in processing times by 20%.
- Participated in regular training workshops focused on improving technical skills related to data management tools like Python and SQL.

EDUCATION

Associate : Cybersecurity and Networking | DeVry University   Sep 2024 - Jun 2025

Undergraduate Certificate in Cybersecurity & Networking | DeVry University   Jun 2025