Norvin Faltir

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Data Analytics | operational research | Market Research | Product Scaling |
SaaS | B2B | Team Building | Software Testing/development | Automation | Product Research & development |

Data visualization	Powerbi	Python	Excel	Tableau		
Data Analysis	Python	R	Excel	MySQL	Mini-Tab	
Web Development/Front End	Python	HTML	CSS			
Programing	Python	R	SQL			
Design	Illustrator	Photoshop	Lucid Chart	Gimp		
Business Software/Tools	Slack	Zendesk	Zapier	Trello	Dialpad	Google/Microsoft office packages

EXPERIENCE

Special Operations Co -Lead / Product Research and Development

Earth Class Mail/ Beaverton, OR / February 2019 – Present

- Product research and development
- Created automation tools (Python tkinter) GUI that increased process efficiency
- Optimize current business processes to maximize output and minimize errors
- Created workflow models for our engineering team to build software tools
- Analyze customer data and financial data to determine suitable products, help company create more products that aligns with current eco-system model. (research project increased sales and revenue)
- Created a documentation system that tracks key metrics (reduced cost, increased revenue)

Checkstream Lead

Earth Class Mail / Beaverton, OR / June 2017 – Present

- Providing custom technical software services to customers.
- Reduced operational margin of error to <0.05% by studying operational data and creating systems to optimize process (automate)
- Created Ideal customer profiles, using data analysis (rstudio, python, power bi)
- Analyzing customer data to optimize market research by using R programming and Power Bi for data visualization
- Created data dashboard to report business analytics to stakeholders
- Handled and processed customer checks using cloud-based software (~$300 million total) with 0.016% error
- Digitizing client physical data by sorting, processing, and archiving using custom software (Web Operations)
- Web based Inventory management
- Created, trained and lead teams to fit scaling and business demands
- CRM, provided technical customer support

Education: **B.S Economics** *Eastern Oregon University 2016*