

Travis Fowlston

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[LinkedIn](#) | [Tableau Portfolio](#) | [SQL Portfolio](#)

SQL, Tableau, Data Analytics, Data Visualization, Pivot Tables, Excel, PostgreSQL

EDUCATION

California State University, Sacramento — BS Business Administration, 2020 | GPA: 3.55

DATA ANALYTICS TRAINING

Data Analytics Certificate Course, **Break Into Tech**

SQL: Querying and Managing Data, **Khan Academy**

Tableau Creator, **Tableau**

Data Analysis for Managers, **CSUS**

DATA ANALYTICS & VISUALIZATION PROJECT EXAMPLES

- **World Happiness Report Dashboard.** Identified happiness scores by country, GDP by country, average happiness scores by regions, and factors that influence world happiness by country. Published a Tableau dashboard to visualize world happiness.
- **Superstore Sales and Profitability Executive Dashboard.** Quantified sales, profitability, profit ratio, and sales per customer. Visualized profit ratio by city on US map. Quantified monthly sales by segment and category over time by profitable vs. unprofitable orders.
- **COVID-19 Rates Dashboard.** Quantified COVID-19 vaccination rates over time, by country, and by income group; published a Tableau dashboard to visualize results.
- **Chinook Digital Media Store Analysis.** Analyzed a database to trend global sales, sales agents corresponding to customer groupings, invoice volume, and interconnected data tables to illustrate total sales and highest performing sales agents.
- **Spotify Data Analysis.** Quantified statistics of top charting music in 2021 per popularity, artist, length, and determined how the songs ranked by metrics of loudness, vocals, energy, key, tempo, and time signature.

WORK EXPERIENCE

AAA — *Member Experience Associate*, Sept. 2015 – 2017, Jul. 2018 – Present

- Maintain the membership database by collecting and recording information through various channels such as phone, email, and chat.
- Identified and maximized sales opportunities and increased customer retention rates.
- Collaborate with cross-functional teams and management to develop and implement new initiatives to enhance the member experience.
- Analyze member data to identify trends and patterns that can improve the member experience.
- Overcome obstacles that create barriers to Team Member or branch efforts and identifies process improvement opportunities and proposes solutions.

BJ's Restaurant & Brewhouse — *Server*, Jul. 2017 – Jul. 2018

- Delivered friendly and efficient customer service, resulting in high satisfaction ratings and repeat business.
- Managed a high volume of tables and orders during peak hours, ensuring all orders were accurate, timely, and in accordance with BJ's Brewhouse food and drink quality standards.
- Accurately totaled, processed, and collected payments from guests using the point-of-sale system.
- Use customer comes first mentality, teamwork, and problem-solving to help the customer in any way possible.