TREVOR JORDAN

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LinkedIn · GitHub

CORE COMPETENCIES

Cloud Computing • Data Visualization • Statistical Analysis • Databases • Big Data • Automation
Bash • Microsoft Excel • Tableau • Python • SQL • AWS • Apache Spark • Linux

EXPERIENCE

Capital One

Senior Data Analyst   March 2019 – Present

- Established automated reporting to monitor and enhance debt recovery operations using programming languages (Python, Shell), SQL scripts, and scheduling software (Apache Airflow, Crontab) on AWS cloud services.
- Built and integrated Tableau dashboards into call center operations allowing team managers to oversee performance metrics and convert analytics into actionable training opportunities.
- Collaborated across various engineering and operations teams to enact and manage initiatives in response to the COVID-19 economic downturn and ensure customers have full access to PPP and EIP stimulus funds.
- Created data pipelines processing Apache Parquet and Avro data files from an AWS S3 data lake environment into Snowflake databases for further analysis using AWS EMR, Apache Spark, and Databricks.
- Simplified and expedited development of code for basic reporting needs by creating and maintaining an internal Python package focused on frequently recurring use cases.
- Promoted knowledge sharing and transparency of analytical processes by utilizing company-sponsored tools including GitHub, JIRA, Confluence, and Google Drive.

Trilogy Education Services

Teaching Assistant   December 2018 – July 2019

- Worked after-hours as a data analytics and visualization teaching assistant for classes hosted by the University of Richmond with content designed by Trilogy Education Services.
- Taught students in basic statistics, Microsoft Excel, programming languages (Python, R, SQL, JavaScript), big data, and machine learning.
- Developed a full stack web application on Heroku running a Python Flask and MongoDB back-end while using jQuery and D3.js for the front-end interface and data visualization.

Compare.com

Junior Data Analyst   April 2018 – March 2019

- Enhanced business processes ranging from customer acquisition and conversion to brand awareness by providing insightful analytics and recommendations to the marketing team.
- Enabled self-serve analytics and real-time performance monitoring by building Tableau dashboards in collaboration with marketing channel managers using designs centered around KPIs.
- Optimized customer conversion rates with respect to acquisition costs driven by bids for potential customers by implementing a cost optimization model in Python.
- Generated data-centric online content including SVG charts and infographics using data blended from Microsoft SQL Server and Google Analytics using Python.

SKILLS

- Programming Languages: Python, SQL, Bash, R, JavaScript, Go, HTML, CSS, VBA
- Technology: Tableau, Microsoft Excel, Google Analytics, Data Warehousing, Databases (Snowflake, SQL Server, PostgreSQL, MongoDB), AWS (EC2, EMR, Lambda, S3, Redshift, DynamoDB), Apache (Spark, Airflow, Hadoop, Parquet, Avro), Pandas, Jupyter, Databricks, Presto, Linux, Git, Awk, Regular Expressions

EDUCATION

B.A. in Economics from the University of Virginia   August 2013 – May 2017

- Relevant Coursework: Mathematical Statistics, Econometrics, Probability, Linear Algebra, Multivariable Calculus