Trevor Jordan

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A driven analyst with experience in solving business problems using data analysis, project management, and technology.
I have the business and technical background to drive impactful results in any organization.

EXPERIENCE

Capital One

Senior Business Analyst   *May 2021 – Present*

- Develop, implement, and optimize credit loss mitigation strategy, focusing on customer communication channels.
- Reduced call center operating expenses by over 10% with no impact on losses by identifying ineffective segments of our call strategy using analysis of transaction data and customer behavior.
- Established the email communication channel for Small Business customers to improve customer experience and operational efficiency with limited resources, collaborating across operations, product, legal, risk, and controls teams.
- Managed staffing assessments and forecasting across various operations teams totaling ~150 associates, using data sources from across the organization and models incorporating strategy intent, team priorities, and associate productivity.
- Estimated the financial impact of significant technology changes on business strategy and operations using data-driven assumptions to assess the importance of certain features on customer behavior.
- Automated financial performance monitoring with dashboards regularly used in weekly performance meetings and monthly business reviews, eliminating ~15 hours of monthly analyst work and significantly improving analytical capabilities.

Senior Data Analyst   *March 2019 – May 2021*

- Managed business intelligence and analytical data infrastructure across a variety of operations LOBs.
- Created a central analytical data source used by analysts across the organization including fraud and credit risk management, consolidating business intent logic into one location and combining information across 20+ systems.
- Identified opportunities for automation to improve operational efficiency and accuracy, ultimately owning over 80 processes and eliminating hundreds of hours of manual work.
- Led the team in researching new tools, implementing enterprise standards, and defining best practices, with regular presentations in analyst forums on topics like using Apache Spark on Databricks and building classes in Python.

University of Richmond

Teaching Assistant   *December 2018 – July 2019*

- Assisted instruction of a 6-month data analytics course intended to expose students to core concepts and skills ranging from analysis with Excel and SQL to advanced topics like regression modeling and machine learning.
- Dedicated 18 hours per week between classroom instruction and independent work, in addition to full-time roles at Compare.com and Capital One.

Compare.com

Marketing Data Analyst   *April 2018 – March 2019*

- Worked as the primary analyst driving marketing decisions and monitoring channel performance.
- Improved customer conversion rate by 15% by implementing a logistic regression model to calculate expected revenue based on customer segments identified through historical data analysis.
- Reallocated $1.2M of annual marketing spend from underperforming geographical regions by blending internal performance data with publicly available demographic information.
- Automated marketing KPI metrics and enabled self-service monitoring & analysis by building Tableau dashboards in collaboration with channel managers.

SKILLS

- **Business**: Data Analysis, Predictive Modeling, Risk Management, Communication, Project Management, Technology Implementation
- **Technology**: SQL, Tableau, Python, Excel, Apache Spark, Linux, AWS, Cloud Computing, Google Analytics, Machine Learning
- **Certifications**: AWS Solutions Architect Associate (Nov 2020), AWS Data Analytics Specialty (Dec 2020)

EDUCATION

University of Virginia

B.A. in Economics   *August 2013 – May 2017*

- **Achievements**: Distinguished Majors Program, Dual Concentrations in Industrial Organization & Public Policy
- **Coursework**: Mathematical Statistics, Econometrics, Probability, Linear Algebra, Multivariate Calculus