Trevor Jordan

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Objective

An experienced analyst with a passion for solving problems through statistical analysis and data engineering. I have the analytical background, problem solving knowledge and communication skills it takes to lead positive change in any organization.

Experience

Capital One

Senior Business Analyst   **Apr 2021 – Present**

· Worked in Bank Loss Mitigation defining strategy and execution for reducing losses across various financial products.
· Reduced calling costs by 30% without increased losses by identifying ineffective calls on delinquent customers during analysis of customer behavior using account and transaction data, including a KPI monitoring plan to mitigate risk.
· Enabled call center operations to proactively and efficiently staff by building volume forecasts and capacity plans using regression models for prediction and contingency planning to handle unanticipated changes.
· Estimated the expected financial impact of significant technology changes on business operations by observing historical trends and evaluating potential revenue gains and missed opportunities.
· Assessed and proposed analytical projects to enterprise risk management during yearly program evaluation meetings used to set direction of bank loss mitigation strategy.

Senior Data Analyst   **Mar 2019 – Apr 2021**

· Worked in Bank Operations on a team of 20+ analysts focused on automation and reporting to improve efficiency.
· Built KPI dashboards generating actionable training opportunities and strategy changes for call center operations managers by providing core metrics on call efficiency and performance using Tableau.
· Increased accuracy, consistency and granularity of analysis by building a data mart which consolidated over 20 data sources and incorporated extensive business logic, resulting in over 2k lines of SQL code.
· Reduced time and friction of regulatory audits by designing policies to increase transparency of analytical projects and leading implementation across bank operations analyst teams.
· Enhanced data quality and availability by building automated data pipelines to clean, supplement and transport terabytes of data from AWS S3 into data warehouses using Python and Apache Spark.

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Data Analyst   **Apr 2018 – Mar 2019**

· Worked on a small team of analysts and was the sole analyst supporting marketing strategy and operations.
· Identified optimal customer segments for customer acquisition by maximizing conversion rates based on specific customer attributes using a multivariate linear regression model.
· Reallocated $1.2M yearly marketing spend from underperforming geographical regions by analyzing financial performance metrics using heat maps with Tableau.
· Established real-time marketing performance monitoring by building KPI dashboards in collaboration with team managers using Tableau.

Skills

· **Analysis**: Inferential Statistics, Predictive Modeling, Time-Series Analysis, Forecasting, Machine Learning, Operations Research
· **Technology**: SQL, Python, Tableau, Excel, Linux, AWS (S3, Lambda, EC2, DynamoDB, Redshift, QuickSight), Apache (Spark, Hadoop, Airflow)
· **Business**: Problem Solving, Project Management, Communication, Storytelling
· **Certifications**: AWS Data Analytics Specialty (Nov 2020), AWS Solutions Architect Associate (Sep 2020)

Education

B.A. in Economics | University of Virginia   **May 2017**

· **Achievements**: Distinguished Majors Program, Concentration in Industrial Organization
· **Coursework**: Mathematical Statistics, Multivariate Calculus, Linear Algebra, Probability, Econometrics II