# William Hyltin

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## Work Experience

### BUSINESS STRATEGY ANALYST | USAA | FEBRUARY 2024 TO PRESENT

- Works with stakeholders to collect business requirements for business-event data that can be used for contact center performance tracking, channel analysis, and product driver analysis. This required key understanding of various lines of business within the organization to ensure the data solution would appropriately meet the business goals.
- Apart from business knowledge, this role required technical understanding of database structures to identify and query the most appropriate data source, as well as knowledge of how the data being built would be queried and consumed by analysts.

### REPORTING ANALYST III | USAA | SEPTEMBER 2022 TO FEBRUARY 2024

- Built reports, utilized statistical methods, answered questions, and determined solutions to help inform business decisions and communicate the right message for Executives, Process Owners, and stakeholders.

### BANK MEMBER SERVICE REPRESENTATIVE | USAA | JULY 2018 TO AUGUST 2022

- Built communication skills to maintain a strong member experience and utilized analytic skills to develop tools to assist in metric tracking (Satisfaction tracker, teammate superlatives).

### ASSISTANT STORE MANAGER | BEST BUY MOBILE | JUNE 2011 TO MAY 2018

- Led a team of sales consultants in an autonomous stand alone store location, where we were given the freedom to track sales, establish targets, and manage merchandising.

## Education

### BACHELOR OF SCIENCE IN MATHEMATICS | 2022 | UTSA

- Major: Mathematics
- Minor: Statistics
- Relevant coursework: Introduction to Programming and Data Management in R, Mathematical Statistics, Applied Survival Analysis.

### MASTER OF SCIENCE IN DATA ANALYTICS | 2023 TO PRESENT | UTSA

- Expected degree completion in Spring 2025.
- Courses completed in Data Visualization, Algorithms I & II (Statistical Modeling and Machine Learning), Data Foundations, Data Analytic Tools and Techniques.

## Skills & Abilities

### ANALYTICAL

- Educational experience with R, SAS, Tableau, and Python.
- Professional experience with SAS, SQL (Snowflake, Proc SQL, and SQL Server), Microsoft Excel, and statistical modeling.
- Comfortable working in an environment that involves prioritizing multiple projects and routines to ensure accuracy and completion by respective deadlines.
- Actuarial exams P and FM passed.

### COMMUNICATION

- Developed interpersonal communication skills in experience with client facing and leadership roles.
- Experience with creating reports, presentations, and strategies with and for executive leadership.