

Andrew Poppelaars

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SUMMARY

Analyst dedicated to helping businesses predicting their needs before they recognize they have a problem, from WWU, with a focus on real time analysis and data visualization. A wide history of problem solving and quick intervention to optimize strategies for peak efficiency.

SKILLS

Business Analytics	Tableau	Power BI
Data Visualization	Advanced Excel	

PROFESSIONAL EXPERIENCE

Weinstein & Riley, P.S.

Mar 2019 - Jul 2020

Legal Reports Coordinator, Seattle, WA

- Building high level-reports and data visualizations to inform investors and executives of performance of Financial and Legal accounts, utilizing Power BI, Excel, and SQL. Saving time and money for multiple internal teams.
- Built executive level reports and dashboards
- Owned ongoing analysis of foreclosure processes across the whole firm.

A Place For Mom multiple contracts: 2019

Aug 2018 - Feb

Real-time Workforce Management Analyst, Seattle, WA

Nov 2018 - Feb 2019

- Produced bi-hourly contact center service level reports with high visibility to executives and vendors keeping, keeping costs low and revenue high.
- Lead daily staffing review meeting on performance and forecasted demands stopping loss of thousands in revenue from the company from missed leads.
- Owned ongoing analysis on contact center staffing to meet service level commitments, halving the time to completion of weekly reporting, increasing workforce productivity by hours.
- Short term Scheduling of Contact Center to address emerging problems, averting loss of tens of thousands from wasted work hours of Call Center employees.

Reports Coordinator, Seattle, WA

Aug 2018 - Sep 2018

- Standardizing qualitative data into quantitative reporting to help clients improve their lead conversion, generating thousands more in revenue from customer move ins.

- Visualized data for report feature for clear understanding of client's performance, improving customer satisfaction for improved sales.

**Policy Support Representative Contractor
2018**

Apr 2017 - May

at Grange Insurance Association, Seattle, WA

- Validated legacy data migrated to web-based services, cutting the time to process quotes and claims by over half.
- Implemented mortgage change requests from financial institutions to keep insurance policies up to date for customer satisfaction, which lead to higher confidence in company service.
- Performed Quality Assurance Testing for data integrity post-migration, ensuring precise migration process results, preventing errors that would cause months of corrections after the fact.

**Data Analyst Contractor at COMGroup, Seattle, WA
2017**

Dec 2016 - Jan

- Validated data to enable transference of retail phone systems, streamlining customer's telephony infrastructure and minimizing costs.
- Planned project timeline to meet commitments and avoid costly delays.
- Performed final review for errors, preventing catastrophic errors in transference process, averting thousands in lost revenue for client.

**Data Entry and Product Maintenance Contractor
2016**

Apr 2016 - Aug

at Beauty.com, Seattle, WA

- Owned the copy editing for products on Beauty.com, leading to customer satisfaction and high sales.
- Accountable for product details to ship, house and sell vendor products.
- Negotiated vendor returns for all on-hand inventory during the restructuring process enabling a smooth transition.

Temporary Analyst at Eddie Bauer, Bellevue, WA

Jun 2015 - Dec 2015

- Owned sales reporting for company wide performance with high visibility to company leadership, for company wide strategy in daily and weekly intervals.
- Migrated legacy mainframe data to a new custom data portal for improved reporting, enabling better forecast for sales performance.

EDUCATION

Certificate in Data Visualization, University of Washington, Seattle, WA

December 2019

Bachelor of Science of Sociology, Western Washington University, Bellingham, WA

June 2015

