

Data Analyst with 3 years of Web Development experience, blending expertise in data analysis with a strong background in web development and client relationship building. Adept at enhancing user experience, processing claims, and driving sales growth through strategic problem-solving and advanced Excel proficiency. Committed to leveraging analytical skills to drive data-driven decisions and innovative solutions in a dynamic environment.

Employment history

Web Developer, Major Davis Web Development LLC., Dec 2021 - Present

Phoenix, AZ

- Developed client websites, enhancing user experience and site performance, leading to higher engagement.
- Collaborated with cross-functional teams to deliver high-quality web solutions, boosting efficiency.
- Created custom plugins and features, improving website functionality to meet unique client needs.
- Analyzed website performance metrics, implementing strategies to increase load speed and satisfaction.
- Conducted code reviews, resolving bugs to maintain high-quality standards and reduce errors.
- Designed and implemented a responsive design framework, significantly improving mobile user experience.

Auto Claims Adjuster, USAA, May 2023 - Dec 2024

Phoenix, AZ

- Review claim documents to ensure compliance, reducing legal risks and enhancing accuracy.
- Investigate auto claims for precise assessments, improving client satisfaction and resolution speed.
- Collaborate with teams to streamline processes, cutting claim turnaround times significantly.
- Identify and mitigate fraudulent claims, reducing unnecessary payouts and saving costs.
- Communicate with clients and stakeholders to resolve disputes, improving satisfaction scores.

Inside Insurance Agent, The Hartford, Feb 2020 - Aug 2022

Scottsdale, Arizona, United States

- Managed client relationships, driving policy sales and ensuring satisfaction with tailored solutions.
- Exceeded sales quotas through proactive engagement and strategic recommendations.
- Reviewed client information meticulously to ensure accurate policy issuance, reducing errors and building trust.
- Streamlined underwriting processes, cutting approval times and enhancing customer satisfaction.
- Implemented new CRM tools, improving client interaction tracking and boosting efficiency.

Customer Service Advocate, Cigna Insurance Services, Oct 2018 - Mar 2019

Phoenix, Arizona Area

- Assist customers with insurance inquiries, resolving issues efficiently, enhancing satisfaction.
- Quickly learn new processes, ensuring customer satisfaction through punctuality and strong work ethics.
- Resolve customer issues efficiently, showcasing strong problem-solving skills and commitment to excellence.
- Collaborate with team members to improve service delivery, leveraging excellent communication skills.
- Address customer concerns meticulously, ensuring accurate and timely resolutions while maintaining high standards.

Employment history

Inside Business Accounts Executive/ Retention, Cox Communications, Inc., Aug 2017 - Feb 2018

Phoenix, Arizona Area

- Manage client portfolios, achieving high retention rates through personalized service and solutions.
- Resolve complex account issues, enhancing customer satisfaction and loyalty.
- Analyze customer data to identify trends, driving strategic retention initiatives.
- Lead retention efforts for business accounts, achieving a 21% reduction in churn through targeted engagement strategies.
- Work closely with cross-functional teams to enhance customer retention, fostering strong relationships and driving a 15% increase in account renewals.

Education

North Park University, Chicago, IL, Aug 1989 - May 1991

B.A.

B.A. in Communications and Minor study in Marketing. Played NCAA Football I was given several awards for outstanding weekly performances throughout my collegiate career at North Park University.

Northeastern University, Chicago, IL, Aug 1987 - May 1989

Taken general courses and played football.

Job Ready Programmer, Online, Nov 2023 - Feb 2024

Certificate Of Completion

The Complete Oracle SQL Certification Course. Serial No. cert_11h52txx

SQL For Data Analytics, Online Study, Apr 2023 - Jun 2024

Certificate of Completion

Certificate of Completion, For SQL Data Analytics.

Skills

Data Analysis

Client Relationship Building

Web Development

Claims Processing

Sales Growth

Interpersonal
Communication

Problem Solving

Excel

HTML

CSS

SQL

JavaScript

Languages

English

Courses

The Completed Oracle SQL Certification Course, Nov 2023 - Feb 2024

Job Ready Programmer

SQL for Data Analytics, Apr 2024 - Jun 2024

Certificate Of Completion

Links

majordavis.com