

Jordan Lawhon, Data Analyst

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LINKS

[LinkedIn](#)

PROFILE

Focused and driven Data Analyst with a strong track record of delivering actionable findings that power decision-making for business leaders. Adept at running analyses and building data visualizations that provide insight into key business performance indicators. Seeking to enhance my technical skills through a master's program in Data Science.

EMPLOYMENT HISTORY

Feb 2023 — Present

Data Analyst, Ironclad

New York City

- Constructed a Tableau dashboard to automate reporting on our Professional Services Team's utilization rates, improving operational efficiency by eliminating the need for manual calculations and tracking done in spreadsheets
- Conducted ad-hoc analyses to answer business questions and provide insights to stakeholders, for example "What customers have created an instance in our EU Datacenter in the last two months, and of these which have not been tagged as EU Customers in Salesforce?" or "Is there a statistically significant relationship between customer health and completing an implementation with Ironclad?"
- Used DBT to deliver 10 net new high value business metrics into our company data marts
- Created documentation for 30 previously undocumented models in DBT, including a description and primary key for each table

Jul 2022 — Feb 2023

Customer Success Operations Analyst, Ironclad

New York City

- Created a Customer Overview dashboard in Salesforce that enabled our Customer Success Team to monitor key performance metrics about our customer base in real-time
 - Established the proper operational rhythm between Customer Success Operations and Professional Services teams by creating a standard operating procedure for engaging in conversations around team efficiency and capacity
 - Worked with our Professional Services Team to document services data points that lacked availability, accessibility, or automation, then created a data roadmap to plan the delivery of these metrics
 - Uncovered gaps in several Salesforce CPQ approval workflows that were resulting in data inaccuracies, and worked cross functionally with our Systems Team to design a solution
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EDUCATION

Aug 2018 — May 2022

Bachelor of Science in Mathematics, Boston College

Chestnut Hill

Graduated Cum Laude with a major in Mathematics and a minor in Computer Science

SKILLS

SQL and Databases

Insights Sharing

Tableau

Problem Solving

Python

Project Management

DBT

Collaboration

Microsoft Excel

Salesforce Reporting and

Data Manipulation

Dashboards

COURSES

Feb 2023 — Jun 2023

SQL for Data Analysis, Udacity

Jan 2022 — May 2022

Computability and Computational Complexity, Boston College

Aug 2021 — Dec 2021

Randomness and Computation, Boston College

Jan 2020 — May 2020

Probability, Boston College

Aug 2019 — Dec 2019

Linear Algebra, Boston College