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BRANDON BOATRIGHT

Data Visualization Analyst

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PROFESSIONAL SUMMARY

Results-driven Data Visualization Analyst with 5+ years of experience transforming complex data into actionable insights. Expert in Power BI, Qlik, and Excel with proven success building interactive dashboards that drive business decisions. Strong background in team leadership, technical support, and cross-functional collaboration. Passionate about leveraging data analytics and AI technologies to solve business challenges and optimize operations.

TECHNICAL SKILLS

Data Visualization & BI

Power BI (Expert), Qlik (Advanced), Tableau, Excel (Expert), Power Query, DAX

Programming & Development

SQL (Proficient), Python (Learning), C#, Power Apps, Power Automate

AI & Automation

Claude AI, ChatGPT, Gemini, Automation Workflows, Process Optimization

Business & Collaboration

Project Management, Team Leadership, Stakeholder Presentations, Agile, Git/GitHub, VS Code, Asana

PROFESSIONAL EXPERIENCE

Data Visualization Analyst

Nov 2024 - Present

State Farm

- Develop and maintain data visualization solutions to support business analytics and strategic decision-making
- Create interactive dashboards and reports using Power BI and advanced analytical techniques
- Collaborate with stakeholders to translate business requirements into actionable data insights
- Work in hybrid environment delivering high-impact data solutions for enterprise operations

Supervisory Team Lead

Jun 2024 - Nov 2024

Tyler Technologies

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- Led team of analysts to ensure data accuracy and resolve complex technical cases, improving team efficiency by optimizing workflows
- Tracked and audited business trends using Power BI dashboards and Power Automate workflows, providing executive insights
- Presented data-driven findings at quarterly shareholder meetings and Tyler Connect events to hundreds of attendees
- Conducted 1-on-1 meetings, performance coaching, mentoring, and candidate interviews to build high-performing team
- Implemented process improvements that reduced case resolution time and enhanced customer satisfaction

Software Support Analyst

Oct 2021 - Jun 2024

Tyler Technologies

- Collaborated with software engineers to deliver dynamic solutions using SQL, Power BI, and C# for ERP systems
- Managed multiple high-priority tasks effectively, providing critical technical solutions to municipal government clients
- Developed SQL queries and data reports to troubleshoot complex technical issues and optimize system performance
- Built custom Power BI dashboards to track support metrics and identify improvement opportunities

Associate Software Support Specialist

Mar 2021 - Oct 2021

Tyler Technologies

- Provided software support for ERP Pro Software solutions to municipal clients nationwide
- Delivered exceptional customer service and technical assistance in fully remote environment
- Resolved technical issues efficiently while maintaining high customer satisfaction ratings

Customer Specialist II & III

Jul 2020 - Mar 2021

CarMax

- Guided customers through sales process including appraisals, test drives, and financing options
- Conducted detailed vehicle condition assessments for accurate appraisals using analytical evaluation
- Consistently exceeded sales targets through consultative selling and data-driven customer insights

Samsung Experience Expert / Magnolia Expert

Oct 2017 - Jul 2020

Best Buy

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- Provided expert customer service and technical product knowledge for Samsung and premium home theater products
- Utilized negotiation and customer service skills across multiple specialist roles in high-volume retail environment
- Trained new team members on product features, sales techniques, and customer engagement best practices

EDUCATION

Bachelor of Business Administration (BBA) - Business Analytics

Texas Tech University

January 2016 - December 2020 | Lubbock, TX

Concentrations: Computer Information Systems, Marketing