

# CHRISTOPHER WILLIAMS

Data Analyst | Business Intelligence | SQL & Tableau

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## PROFESSIONAL SUMMARY

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Data Analyst with 4+ years of enterprise experience delivering SQL-driven reporting and Tableau dashboards directly to C-suite executives. Proven ability to extract, clean, and stage large datasets across complex pipeline environments, resolve data quality issues at scale, and translate raw data into decisions that leadership acts on. Tableau Desktop Specialist certified. Promoted from Account Manager to Data Analyst within 9 months based on self-initiated analytics work.

## TECHNICAL SKILLS

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**Analytics & Visualization:** Tableau (Desktop Specialist), SSRS, Power BI, Excel (pivot tables, advanced formulas)

**Data & Querying:** SQL (multi-table joins, subqueries, data staging, pipeline prep, data cleaning at enterprise scale)

**Data Administration:** EBX6 (user access management, data import/migration, pre-upgrade validation), data.world

**Development:** Python (foundational), Git/GitHub

**Tools & Platforms:** Jira, Scrum/Agile, QA coordination

## PROFESSIONAL EXPERIENCE

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### Data Analyst / Data Strategist | Pilot Flying J

*Jan 2022 – Mar 2026*

- Built and maintained Tableau dashboards and SSRS reports consumed daily by C-suite executives and senior leadership to drive operational and strategic decisions.
- Wrote SQL queries against enterprise databases — multi-table joins, subqueries, and staging tables that fed and received from API pipelines — to extract, validate, and clean large datasets.
- Designed queries anchored to validated internal keys rather than upstream schema assumptions, ensuring join integrity across distributed systems with inconsistent data quality.
- Managed user access, coordinated data imports and migrations between EBX6 and data.world, and performed pre-upgrade workflow validation across reporting infrastructure.
- Identified and resolved data quality issues across distributed systems; presented findings in visual form via Tableau and Excel pivot tables.
- Managed Jira workflow tickets through the Scrum cycle; collaborated with cross-functional engineering and business teams to deliver reporting solutions on schedule.
- Promoted from Account Manager to Data Analyst within 9 months — consistently exceeded quota and built Tableau KPI reports for C-suite visibility prior to formal transition.

### Account Manager | ADT Security

*Mar 2020 – Jan 2022*

- Managed customer accounts, resolving complex issues through negotiation and data-backed problem solving.
- Diagnosed customer needs and delivered information in accessible formats to non-technical stakeholders.
- Consistently exceeded performance metrics; recognized for communication and client retention skills.

### Account Resolution Specialist | Wells Fargo

*Mar 2017 – Mar 2020*

- Negotiated payment arrangements on delinquent accounts; trained new representatives on policy and negotiation technique.
- Built Excel performance reports for management tracking; operated within federal and state banking regulatory frameworks.

## CERTIFICATIONS

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### Tableau Desktop Specialist

*Aug 2022*

## EDUCATION

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### **Bachelor of Science, Data Science (BSDS) — In Progress**

*Exp. 2027*

University of Phoenix | GPA 2.85 | Relevant coursework: Data Structures, Algorithms, Data Programming Languages, Quantitative Reasoning I & II