Brayden Rogowski

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SKILLS

- SQL
- Dashboard Building (Tableau, Domo, Sigma)
- Process Documentation
- Excel/Google Sheets

WORK EXPERIENCE

Weave - Lehi, UT - *Business Intelligence Analyst*

October 2023 - present

- Used SQL to create models and query in our data warehouse in Snowflake to create detailed reports for:
    - Customer Support Contact Trends
    - Customer Satisfaction Rates
    - Customer Churn Predictors
    - Product Usage Rates and how they relate to logo churn
    - How account setup inefficiencies relate to dissatisfaction during the onboarding experience
    - Ad Hoc analysis
- Created dynamic and filtered dashboards on customer feedback vehicles for stakeholders, and key business metrics using both Domo and Sigma (although I have extensive experience with Tableau as well).
- Carried out A/B testing with customer survey groups to determine the effect of different process changes.
- Completed frequent root-cause analysis for stakeholders across several departments. These analyses have been used to direct Product and Engineering roadmaps, and inform future Support training directives.
- Discovered key customer churn predictors and programs to proactively reach out to offices who trigger those indicators. This has led to offices with those predictors having an 8% lower churn rate.

Weave - Lehi, UT - *Customer Support Training Manager*

May 2022 - October 2023

- Documented, tracked, and iterated on Customer Support operational processes.
- Created 300+ internal knowledge base articles that have been used over 43,000 times by Weave employees.

Weave - Lehi, UT - *Customer Support New Hire Trainer*

February 2022 - May 2022

- Used R to discover that our old training style/assessments didn't indicate how agents would perform on the job accurately and used this knowledge to drive an overhaul of our training programs.
- Learned new Instructional design systems (Articulate 360 and Rise 360) to revamp our training program which resulted in 27% increased performance on QA calls within an agent's first 90 days while reducing training time by 15%.

Weave - Lehi, UT - *Software Support Agent*

March 2021 - February 2022

- Suggested workflow improvements such as revised macro templates and troubleshooting flow charts.
- Learned to explain and document complicated processes through both written and spoken instructions.

CERTIFICATIONS

Google Data Analytics Professional Certificate - *Coursera, online*

September 2021:
https://credly.com/badges/d93ae0da-7d04-474a-bc61-7b6ca2f809ec

Google IT Support Professional Certificate - *Coursera, online*

October 2021:
https://www.credly.com/badges/28abd4cf-28dd-4d61-a1f6-d06edb994adc