Andrei Popov Lead Data Analyst

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PROFILE SUMMARY

- **Lead Data Analyst** with **11 years** in **customer and contact center analytics** at **Comcast** and **Vanguard**, leading **5 analysts** who answer care, digital and retention questions for Xfinity leaders.
- Works in **SQL** on **Snowflake** and **Databricks SQL**, publishes in **Tableau** and **Power BI**, prepares data in **Alteryx** and **dbt**, and uses **Python** for forecasts and statistical tests.
- Known for **contact driver analysis**, **call volume forecasting**, **test-and-control readouts** for care programs, and a **KPI catalog** that care, digital and finance teams all report from.
- Partners with **care operations, digital product and finance** directors, runs the monthly **customer experience business review**, and works with data engineering on the tables the team depends on.
- Hired and coaches **5 analysts**, runs the team's **request intake and ranking**, and set up **peer review for every query** that ends up in an executive deck.

TECHNICAL SKILLS

SQL & Data Warehouses:	SQL, Snowflake, Databricks SQL, Teradata, query tuning
Excel & Spreadsheets:	Excel, Power Query, PivotTables, VBA
BI & Visualization:	Tableau, Power BI, Tableau Prep
Python & R:	Python, pandas, Prophet, Jupyter, R
Statistics & Experimentation:	Test-and-control design, difference-in-differences, regression analysis, time series forecasting
Product & Web Analytics:	Adobe Analytics, digital self-service funnels, IVR and chat journey data
Data Prep & Workflow:	Alteryx, dbt, Git, Jira, Confluence

EDUCATION

Pennsylvania State University — **B.S. in Statistics** — University Park, PA · Aug 2011 to May 2015

WORK EXPERIENCE

Comcast — **Lead, Customer Experience Analytics** — Philadelphia, PA · Mar 2021 to Present

- Set up a request intake for care and digital leaders that asks for the decision behind every question, which cut the team's backlog of open requests from 70 to **25**.
- Traced the top drivers of repeat billing calls across IVR, chat and agent notes, and the 3 fixes the team sized for the care VP cut repeat billing calls by **12%**.
- Built the customer experience **KPI catalog** in Confluence with care, digital and finance, defining **32** metrics such as first contact resolution and digital containment rate.
- Designed test-and-control readouts in **Python** for 14 care programs, using difference-in-differences where random assignment wasn't possible, and the results ended **3** programs with no effect.
- Runs the monthly **customer experience business review** for the SVP of Customer Care, turning Tableau and Power BI views into a short story with one ask per slide, and leaders have approved **$6.5M** in care investments from it.

Vanguard — **Senior Data Analyst** — Malvern, PA · Jul 2015 to Feb 2021

- Rewrote the **Teradata** SQL behind the client service call reports with volatile tables and a better join order, cutting the nightly run from 3 hours to **35 minutes**.
- Built **Alteryx** workflows that cleaned and matched call, web and account data for client service, replacing **11** manual Excel steps and the errors that came with them.
- Built **Tableau** dashboards for call volume, wait time and service level across 4 sites, and the daily staffing call run from them cut average speed to answer from 95 to **48 seconds**.