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Top Skills

Analytics
Data Extraction
Communication

Certifications

Business Intelligence Analytics
Training Program

Jeff Lee

Business Analyst | Turning Insights into Impact | Process
Optimization | Strategic Problem Solver | SQL
Chesterfield, Virginia, United States

Summary

I translate complex business challenges into actionable, data-driven solutions that improve efficiency, reduce costs, and align technology with strategic goals—bridging the gap between business needs and technical execution. With a diverse background spanning customer service, logistics, sales, and advising, I bring a unique ability to analyze workflows, identify pain points, and implement process improvements that enhance customer experience and operational efficiency. My hands-on roles have sharpened my skills in data interpretation, cross-functional communication, and translating business needs into actionable solutions. This foundation positions me to effectively bridge the gap between stakeholders and technical teams as a results-driven Business Analyst.

Experience

TripleTen

Business Intelligence Specialist
October 2024 - Present (1 year 6 months)

Analyzed large datasets to identify trends, patterns, and business insights that supported data-driven decision-making

Built and maintained interactive dashboards using tools such as Tableau / Power BI to track key performance indicators (KPIs)

Wrote complex SQL queries to extract, clean, and transform data from relational databases

Collaborated with cross-functional teams (product, marketing, and operations) to define business requirements and deliver actionable insights

Conducted data validation and quality checks to ensure accuracy and reliability of reporting

Presented findings and recommendations to stakeholders in a clear, business-focused manner

Supernova

Business Intelligence Analyst

January 2026 - February 2026 (2 months)

Supernova MGU is a Canadian insurtech and managing general underwriter that provides a digital platform for brokers to quote and bind commercial insurance for small and medium-size businesses more efficiently. The data I analyzed was quotes with premiums and no premiums, quotes that was completed and uncompleted, and average premiums

Chick-fil-A Restaurants

Delivery Driver

June 2024 - July 2025 (1 year 2 months)

Midlothian, VA

Ensured accurate completion of all paperwork associated with deliveries.

Followed safety protocols for loading, unloading, securing, inspecting, operating, and maintaining the assigned vehicle.

Notified customers of delays to decrease calls to support.

Monitored fuel level throughout shift and refueled when necessary.

Cleaned interior and exterior of delivery vehicle at end of shift as needed.

Delivered goods in a timely fashion while adhering to speed limits and other traffic regulations.

Communicated regularly with dispatch regarding any delays or issues encountered on routes.

Inspected vehicles' condition, supplies and equipment before and after trips

Determined optimal routes based on GPS application information and knowledge of local routes.

Cleaned windows and mirrors in the restaurant area.

Sanitized all work surfaces to maintain cleanliness standards.

Swept and mopped floors, cleaned bathrooms, and emptied trash receptacles daily.

Ensured that all tables were set up according to company standards before guests arrived.

Maintained a safe working environment by adhering to health and safety regulations.

Liberty University
Academic Advisor
May 2022 - March 2023 (11 months)
Lynchburg, Virginia, United States

Advised students on course selection, pathways and career options.
Presented students with information and resources to promote academic progress and empowered students to take responsibility for academic success.

Guided students in setting goals and achieving educational objectives.
Evaluated student needs and developed educational plans, fostering academic progress.

Coordinated with faculty and staff to aid in resolution of academic problems.

Counseled students in career planning, job placement and academic goals.
Prepared students for later educational experiences by encouraging to explore learning opportunities and persevere with challenging tasks.
Conferred with parents, teachers and administrators to discuss children's progress and resolve behavioral and academic problems.

Verizon
Telesales Specialist
January 2020 - February 2022 (2 years 2 months)
Lynchburg, Virginia, United States

Led aggressive prospecting, cold calling and networking to enhance lead generation.

Broke down objections using friendly, persuasive strategies.

Contributed to team efforts by successfully accomplishing and exceeding daily sales goals.

Educated customers about product or service offerings meeting individual needs.

Took messages and transferred calls for telemarketing team.

Set up new accounts and listed personal, demographic and payment information in system.

Helped team meet rolling sales goals by maintaining proficiency in company systems, scripts and procedures.

Made appointments with interested customers according to schedule availability.

Resolved customer complaints by escalating calls to proper department.

Worked well with automatic computer dialing and proprietary software to manage daily call loads.

Supported customer service goals and enhanced relations through friendly, knowledgeable and positive communication.

Delivered fast, friendly and knowledgeable service for routine questions and service complaints.

Educated customers on special pricing opportunities and company offerings.

Met and exceeded productivity targets by handling every interaction with top-notch customer service.

Assisted customers with making payments or establishing payment plans to bring accounts current.

T-Mobile

Sales Manager

December 2017 - January 2020 (2 years 2 months)

Chester, Virginia, United States

Maintained professional network of potential clients and business opportunities.

Formalized sales process to enhance operations and promote acquisition of new customers.

Identified weaknesses and implemented sales and business practices training to improve performance.

Greeted customers and responded to informational requests.

Processed credit card, EBT and gift certificate payments in electronic computer systems.

Counted tills at beginning of shift with start money and balanced and reconciled register, reflecting financial discrepancies, refunds and account deferrals.

Greeted customers promptly and responded to questions.

Maintained work area and kept cash drawer organized.

Counted and balanced cashier drawers.

Welcomed customers, offering assistance to help find store items.

Processed customer payments quickly and returned exact change and receipts.

Scanned items and checked pricing on cash register for accuracy.

Kept check-out areas clean, organized, and well-stocked to maintain attractive store.

Helped customers find store locations and complete purchases.

Helped customer locate and select appropriate merchandise throughout store.

Resolved customer complaints and escalated worsening concerns for

remediation.

Education

TripleTen

Management Science · (October 2024 - June 2025)

TripleTen

Business Intelligence Analyst · (October 2024 - May 2025)

Liberty University

Associate's degree, Sport and Fitness Administration/Management · (July 2020 - July 2024)