Jevin Brown

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SKILLS

Data Management & Analysis: SQL, Microsoft Excel, Microsoft Access, Tableau, Power BI, CRM & Database Tools: Salesforce, HubSpot, SAP, Zendesk

WORK EXPERIENCE

PECO **Philadelphia**
Business Analyst *April 2023 – Present*

- Developed financial models forecasting $2.3B in annual utility revenue streams, achieving 94% accuracy in predicting quarterly energy demand fluctuations across 1.7M residential and commercial customers
- Conducted variance analysis on operational budgets totaling $450M, identifying $12.7M in cost-saving opportunities through workforce optimization and reducing grid maintenance expenses by 18%
- Designed 15+ Tableau dashboards tracking power outages, system vulnerabilities, and infrastructure reliability across 23 substations, reducing executive reporting time by 65%
- Constructed business cases for $78M in grid modernization and cybersecurity controls, conducting risk-based ROI analysis that supported smart meter deployment to 600K+ customers with encrypted communications
- Automated monthly operational reports using Excel and SQL queries from Oracle databases with 850K+ records, implementing validation protocols that identified 340+ data integrity issues

Robert Half **Philadelphia**
Customer Data Analyst *April 2022 – March 2023*

- Performed analysis of customer behavior and performance metrics using SQL, identifying key trends and insights that contributed to a 15% increase in client retention
- Streamlined data entry and reporting workflows in Microsoft Access, improving operational efficiency by 30% through database normalization and automated queries
- Conducted analysis using Excel models with advanced functions and Power Query, contributing to a 20% improvement in customer retention rates
- Engineered Power BI visualizations to analyze customer behavior and trends, enabling sales teams to drive a 10% increase in upselling and cross-selling revenue
- Utilized Tableau and SQL to automate weekly and monthly reports, delivering accurate customer data to decision-makers, improving efficiency by 40% and reducing errors by 15%

Ocwen Financial **New Jersey**
Data Analyst *December 2020 – March 2022*

- Leveraged SQL to extract and manipulate large datasets from Ocwen's mortgage servicing platform, improving report generation efficiency by 30%
- Integrated data from HubSpot with Ocwen's CRM system, streamlining lead tracking and customer engagement analysis, resulting in a 20% increase in conversion rates
- Developed and optimized Tableau visualizations, presenting loan performance and customer behavior insights increasing stakeholder engagement by 30%
- Collaborated with cross-functional teams to assess data integrity and implement process improvements, leading to a 10% reduction in data processing time
- Spearheaded ad hoc data analysis using SQL and Excel, providing actionable insights that improved loan portfolio profitability by 12%
- Adopted Excel functions to streamline data analysis and reporting processes, reducing time spent on manual tasks by 30%

CERTIFICATIONS

Merit America Cybersecurity Training Program
Merit America | November 2025

- Earned Google Cybersecurity Certification

EDUCATION

Paul VI High School - HS Diploma **Graduated**
Rowan University - Bachelor's Degree of Arts **Graduated**