

BRYAN PORTILLO

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PROFESSIONAL SUMMARY

Data analyst with 5+ years of experience collecting, cleaning, and visualizing data to support strategic, time-sensitive decision-making. Skilled in Python, SQL, Git/version control, Excel (PivotTables, VLOOKUP, conditional formatting), and Tableau, with a track record of building dashboards, automating reporting workflows, and partnering with cross-functional and engineering teams in Agile environments. Strong written and verbal communicator with experience managing sensitive client information and balancing multiple priorities in fast-paced, deadline-driven environments.

WORK EXPERIENCE

Data Analyst, R&Y Construction LLC — Lebanon, TN

Oct 2020 – Current

- Wrote Python scripts to automate data cleaning, transformation, and reporting workflows, reducing manual processing time and improving consistency across recurring reports.
- Used advanced Excel functions — PivotTables, VLOOKUP, and conditional formatting — to extract, clean, and manipulate large data sets, enhancing data quality and reporting efficiency.
- Analyzed material and operational data sets to identify usage trends and patterns, providing insights that inform strategic, time-sensitive decision-making across multiple concurrent projects.
- Built automated Tableau extracts and dashboards to optimize work site blueprints and streamline data visualization for project stakeholders.
- Participated in Agile ceremonies — daily standups, sprint planning, and retrospectives — collaborating with cross-functional teams of engineers, project managers, and stakeholders to prioritize data and reporting needs.
- Served as primary liaison between clients and on-site teams, translating data and feedback into clear, actionable next steps for diverse audiences.

Apple Geek Squad Certified Agent, Best Buy — Mount Juliet, TN

Mar 2021 – Oct 2025

- Diagnosed and resolved device issues for phones, computers, and other products using AI-powered diagnostic and repair tools, guiding clients through repairs and the claims process while handling sensitive account and product information with discretion.
- Identified customer needs and analyzed purchase patterns to recommend tailored solutions, driving a 35%+ increase in regional Apple-branded sales.
- Built trust-based relationships with a broad, diverse customer base, exercising sound judgment and clear communication in a fast-paced, deadline-driven environment.

EDUCATION

BBA, Computer Information Systems & Business Administration

Middle Tennessee State University

SKILLS

Data & Analysis: Python, SQL, Git/Version Control, Tableau, Excel (PivotTables, VLOOKUP, Conditional Formatting), Quantitative Data Analysis, Data Collection & Sourcing, Data Quality Enhancement, Data Visualization

Technical: AI-Powered Diagnostic Tools, HTML, CSS, C++, GitHub, Data Entry, Tech Support

Process & Collaboration: Agile Ceremonies (Standups, Sprint Planning, Retrospectives), Cross-Functional Collaboration, Process Improvement

Professional: Business Acumen, Relationship Management, Client Communication, Working with Diverse Stakeholders