

JUSTIN H BROOKS

EDUCATION

GEORGETOWN UNIVERSITY, McDonough School of Business
Master of Science in Business Analytics

Washington, DC
December 2024

THOMAS EDISON STATE UNIVERSITY
Bachelor of Arts in Communication

Trenton, NJ

TECHNICAL SKILLS & CERTIFICATIONS

- List Programming skills: Python, Machine Learning, Tableau, SQL, R, Visual Studio
- List Certifications: AWS Cloud Foundations, ScrumMaster®, Inclusive and Ethical Leadership, Managing Jira Projects:1 Introduction, Azure for DevOps: Designing a Strategy, Data Analytics Developer, Statistics Foundations 1: The Basics, Statistics Foundations 2: Probability, Statistics Foundations 3: Using Data Sets
- List Additional Skills: EDW Developer, Database management

EXPERIENCE

HIGGINBOTHAM INSURANCE
Business Process Analyst

Dallas, TX
November 2023 – Current

- Meet with key stakeholders to define and refine business processes, including financial and operational requirements resulting in increased optimization.
- Demonstrated proficiency in charting and analyzing existing business processes, utilizing strong Excel and Microsoft Office skills, to develop improved operational procedures and models.
- Excelled in researching, reviewing, and analyzing the effectiveness of IT systems, leading to the development of comprehensive reports with actionable recommendations for enhancing operational efficiency. Employed attention to detail and analytical skills to assess and address potential trouble areas.
- Develop comprehensive reports through research, reviewing and analyzing technical system's effectiveness leading to the development of actionable recommendations for enhancing operational efficiencies.
- Leveraged strong written and verbal communication skills to effectively liaise with decision makers, system owners, and end-users. Applied problem-solving abilities to identify, analyze, and verify requirements, ensuring completeness, consistency, and feasibility in line with organizational standards.

DATA ANALYST & MACHINE LEARNING SPECIALIST (SELF-DIRECTED)

Dallas, TX
August 2022 – Current

Machine Learning, August 2023 – Current
Data Analyst, August 2022 – Current

- Detail oriented Data Analyst with 2+ years of experience in outcome prediction, model optimization and data exploration to model and analyze existing processes to develop improved operational procedures and models. Skilled at probability estimation, application development and visualization.
- Developed a "Predicting LinkedIn Users" app using Streamlit.io, which takes user demographic data such as income, education, and marital status to estimate the probability of someone being a LinkedIn user. The application was able to achieve approximately 80% accuracy, demonstrating its effectiveness in identifying potential LinkedIn users based solely on the information provided in the app.
- Data Exploration in **Logistic Regression (Python/R)**: Utilized logistic regression models to analyze and interpret complex datasets, emphasizing the identification of relationships between variables and outcome predictions.
- **Random Forest Analysis (Python/R)**: Employed random forest algorithms for both classification and regression tasks, focusing on feature importance to improve model accuracy and interpretability.
- **Exploratory Data Analysis (EDA)**: Demonstrated expertise in preprocessing and cleaning data, optimizing models for logistic regression and random forest analyses to ensure reliable and actionable insights.

ALACRITY ADJUSTING SOLUTIONS

Dallas, TX
June 2021 – November 2023

Team Manager, July 2022 – Current
Trainer, January 2022 – July 2022
Claim Specialist, June 2021 – January 2022

- Implemented data organization systems including visualization and modeling dashboards for 15 adjusters, helping to facilitate performance evaluations while enhancing team management, resulting in a retention rate of over 85%.

- Facilitated reduction in engine and transmission valuations from 1.2 million dollars per month to less than \$150k per month, saving State Farm over 1 million dollars in over evaluations of engine and transmission components.
- Managed budget authority of \$19 million dollars for settlements, ensuring a seamless customer service experience for a team of 15 adjusters on a month-to-month basis.
- Conducted analysis of evaluation processes for individual adjusters, evaluating vehicles using 10 different metrics, resulting in an average savings of \$1200 dollars per car and reducing expenses by over 1.4 million dollars per year.

GOLDEN OAKS MEMORY CARE AND ASSISTED LIVING

Shawnee, KS

Business Analyst Manager

July 2019 – June 2021

- Compiled data, prepared reports and analyzed results for a 12-bed assisted living facility with 22 staff, including doctors and nurses.
- Orchestrated support for efficient program management, identification of poor work quality and cost effectiveness trends, and analysis and data compilation from technical reviews with relevant staff.
- Spearheaded training and coaching efforts for processing and procedure reviews.
- Redesigned client intake forms and processes, ensuring seamless submissions, and conducted data analysis on the admissions process to present the data-driven recommendations to stakeholders.

KCS RAILWAY

Kansas City, MO

Rail Traffic Controller/Strategic Planning

April 2018 – July 2019

- Optimized transportation logistics through effective communication, interpretation, and relay of signals, demonstrating planning and coordination oversight.
- Acted as the primary liaison between field crews and in-office management, ensuring seamless communication and collaboration.
- Delivered presentations on plans and strategies to field employees, supervisors, and other dispatchers, enabling effective management of unexpected events and emergency situations.

BNSF RAILWAY

Kansas City, KS

Rail Traffic Controller/Strategic Planning

January 2012 – April 2018

- Manage railroad operations for a 200-mile plus territory, ensuring on-time performance and minimal delays across the track.
- Created over 300 data-driven plans per shift to optimize train movement on the network.
- Played a vital role in 7 successful UPS Holiday Peak Season operations, meeting tight delivery deadlines for intermodal train traffic and providing on time arrival for 30 million packages each year.

US NAVY

Yokosuka, Japan & Bremerton, WA

December 2005 – December 2010

Quality Assurance Specialist, February 2010 – December 2010

Safety Specialist, July 2007 – December 2010

Air Traffic Controller, August 2005 – December 2010

- Contributed to over 16,900 mishap-free controlling operations and 9,000+ aircraft landing approaches, while exhibiting exemplary composure under stress.
- Ensured safe and successful operations of multi-million-dollar aircraft by maintaining composure under stress.
- Achieved efficient and focused performance during demanding situations, including distractions in simulations, to ensure optimal outcomes.
- Selected as quality assurance specialist during overhaul maintenance project, conducting technical document reviews and process corrective action assessments.

DISTINCTIONS

- Achievement:** Air Traffic Control License, Department Employee of the Month (11/2006, 11/2008, 10/2009), Department Employee of the Quarter (02/2009 & 10/2009), Secret Security Clearance(prior).
- Global Mindset:** Service Abroad (Stationed Yokosuka, Japan), Liaised with Canadian, Australian, Japanese and Malaysian Navy.
- Community:** Community Volunteer through Local Nonprofit