

BRYAN PORTILLO

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PROFESSIONAL SUMMARY

Data analyst with 5+ years of experience turning operational and material data sets into clear, actionable insights that support strategic, time-sensitive decisions. Skilled in Python, SQL, and Excel for automating recurring reports, and Tableau for building dashboards that give stakeholders real-time visibility. Known for translating complex data into plain-language recommendations across technical and non-technical audiences in fast-paced, cross-functional Agile settings.

WORK EXPERIENCE

Account Data Analyst, Phoenix Consulting — Nashville, TN

Sept 2025 – March 2026

- Wrote Python scripts to automate data cleaning, transformation, and reporting workflows, reducing manual processing time and improving consistency across recurring client account reports.
- Wrote SQL queries to pull, join, and aggregate account and operational data from multiple sources, supporting accurate and timely client reporting.
- Used advanced Excel functions — PivotTables, VLOOKUP, and conditional formatting — to extract, clean, and manipulate account and operational data sets, enhancing accuracy and turnaround time for client-facing reports.
- Built automated Tableau extracts and dashboards to give clients clear visibility into account performance and operational data.
- Served as primary liaison between clients and on-site teams, translating account data and feedback into clear, actionable next steps for diverse audiences.

Apple Certified Agent & IT Support Technician, Best Buy — Mount Juliet, TN

Mar 2021 – Oct 2025

- Provided IT support to clients by diagnosing and resolving hardware and software issues on phones, computers, and other devices using AI-powered diagnostic and repair tools, guiding clients through repairs and the claims process while handling sensitive account and product information with discretion.
- Maintained store-wide technical systems, including point-of-sale terminals, network connectivity, and backend servers, to keep in-store systems running smoothly and minimize downtime.
- Served as an on-site IT resource for store staff, troubleshooting technical issues across departments to support day-to-day store operations.
- Identified customer technical needs 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

Operational Analytics: Quantitative Data Analysis, Trend & Pattern Analysis, Data Collection & Sourcing, Data Quality Enhancement

Data & Reporting Tools: SQL, Tableau, Excel

Technical: Git/Version Control, AI-Powered Diagnostic Tools, HTML, CSS, C++, Python