

JUSTIN POEHLS

Ferndale, WA • Open to Remote / Hybrid / On-Site • Willing to Travel up to 40%

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PROFESSIONAL SUMMARY

Data Scientist & Systems Analyst with 10+ years of experience diagnosing complex operational problems, optimizing workflows, and supporting mission-critical systems in high-volume environments. Recently completed a **B.S. in Data Science**, with applied experience in analytics, performance metrics, and data-driven decision support. Known for translating complex technical issues into actionable insights and building scalable systems that improve reliability, efficiency, and outcomes across teams.

CORE SKILLS

Data Analysis & Data Literacy (Excel, Google Sheets, SQL Fundamentals)

Applied Analytics & KPI Analysis • Workflow & Process Optimization

Systems Troubleshooting & Root Cause Analysis

Operational Decision Support • SOP & Technical Documentation

Cross-Functional Collaboration • Training & Enablement Development

Customer & Operations Data Interpretation

PROFESSIONAL EXPERIENCE

Columbia Hospitality – Semiahmoo Resort | Blaine, WA

Night Auditor | 2024 – Present

Support overnight operations for a high-volume resort property, ensuring financial accuracy, system integrity, and operational continuity across departments.

- Execute nightly audit processes, reconcile revenue, and correct posting discrepancies across PMS, POS, and accounting systems
 - Monitor system performance and troubleshoot operational or data inconsistencies during unsupported hours
 - Analyze audit data and operational reports to identify errors, trends, and downstream impacts
 - Document system issues, anomalies, and corrective actions to support cross-shift continuity
 - Develop hands-on understanding of property management data flows, reporting structures, and operational dependencies
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T-Mobile | Bellingham, WA

Technical Support Manager | 2021 – 2023

Led technical operations and analytics-driven process improvements during a large-scale systems transition.

- Launched and scaled a dedicated Technical Support team during a nationwide platform migration
- Served as escalation lead for complex system, workflow, and data integrity failures
- Analyzed performance metrics (FCR, CRT) to identify operational inefficiencies and implement corrective actions
- Designed SOPs, training materials, and documentation to standardize system usage and workflows
- Partnered with leadership to translate technical issues into business and customer impact insights

Team Coach | 2018 – 2021

- Conducted workflow and post-interaction analysis to reduce escalations and improve consistency
- Coached teams on system usage, diagnostics, and problem-solving frameworks

Senior Technical Support Representative | 2015 – 2018

- Resolved complex technical escalations requiring advanced diagnostic reasoning
- Mentored peers and contributed to process standardization

Technical Support Representative | 2012 – 2015

- Delivered high-volume technical troubleshooting across multiple systems

EDUCATION

Bachelor of Science in Data Science

Colorado Technical University

Completed

ANALYTICAL & SYSTEMS STRENGTHS

- Applied data analysis in live operational environments
- Strong understanding of system-to-system data dependencies
- KPI interpretation for performance and decision support
- Documentation, SOP creation, and process standardization
- Translating complex data and technical issues for non-technical stakeholders