

# Nathaniel Brooks

## eCommerce Platform & Data Analyst

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### STRENGTHS

- Analytical Skills**  
Transformed vast datasets into compelling insights, guiding strategic decision-making, ultimately enhancing team direction and output.
- User-Centric Design**  
Prioritized user experience in all projects, resulting in interactive interfaces favored by end-users and substantial user engagement.
- Collaboration**  
Built strong inter-departmental partnerships, finding solutions to issues swiftly while uniting teams around shared objectives.
- Project Management**  
Steered multiple concurrent initiatives effectively; ensured on-time delivery through focus on tasks and timelines recognized by leadership.
- Presentation Skills**  
Delivered persuasive presentations, simplifying complex analyses, positively influencing discussions among diverse stakeholders.

### SKILLS

#### eCommerce Platforms

Data Analysis SQL A/B Testing

User Experience KPI Development

Tableau Google Analytics Excel

Documentation Management

Digital Asset Management

Cross-functional Collaboration

Communication Skills

Content Management

### SUMMARY

Detail-oriented eCommerce Data Analyst dedicated to optimizing digital commerce platforms. Over four years of experience driving significant improvements in platform performance and user satisfaction within the industrial sector. Specialized in data management, with proven expertise in tools like OroCommerce, Salsify, and Epicor Prophet 21. Focused on continuous improvement and collaborative efforts across teams, defining KPIs related to site performance, digital order volume, and conversion rates. Equipped with a strong background in developing training materials that ease platform adoption and foster efficiency.

### EXPERIENCE

#### eCommerce Platform Analyst

NextGen Industrial Solutions 📅 June 2021 - Present 📍 Chicago, IL

Lead daily operations of our eCommerce platform in Chicago. Enhance user experiences and implement continuous improvements for efficiency.

- Spearhead operations for the integrated eCommerce platform, ensuring high-quality customer interaction.
- Define metrics that reflect platform health, generating actionable reports for internal stakeholders.
- Manage testing phases and validate enhancements aligning with user needs, championing seamless integration.
- Collaborate cross-functionally, addressing any operational challenges with internal teams and vendors.

#### Data Analyst

TechForward Distribution 📅 January 2019 - May 2021 📍 Chicago, IL

Analyzed data sets to enforce precise standards for product information accuracy, bolstering digital asset management capabilities.

- Established stringent data standards for product attributes, leading to tangible increases in reporting accuracy.
- Worked with suppliers to maintain data integrity, enriching documentation completeness and clarity.
- Conducted A/B tests to fine-tune user interfaces, contributing significantly to improved conversion rates.
- Participated in usability studies, streaming feedback sessions that led to iterative design decisions.

#### Research Intern

Civic Tech Innovations 📅 May 2017 - August 2018 📍 Remote

Focused on analyzing community engagement data, providing insights for reports aimed at improving local eGovernance platforms.

- Contributed to research projects assessing user-friendly interfaces for eGovernment services.
- Implemented analytical methodologies for evaluating workflow efficiencies within public digital access systems.
- Drafted periodic reports summarizing key findings and recommendations to stakeholders.
- Collaborated with cross-disciplinary teams to enhance project outcomes and deliverables utilizing data-driven approaches.

### PROJECTS

E-Commerce Optimization Project 📅 January 2023

Technical Writing

Project Coordination

## LANGUAGES

English Native

Spanish Intermediate

## MY CAREER



- eCommerce Platform Analyst at NextGen Industrial Solutions (4.9 Years)
- Data Analyst at TechForward Distribution (2.3 Years)
- Research Intern at Civic Tech Innovations (1.2 Years)

Led a comprehensive review to optimize e-commerce functionalities on an existing platform, identifying key areas for enhancement based on customer feedback and industry best practices.

### Platform Integration Study 📅 March 2025

Conducted a study on integrating innovative payment solutions into current operations, ensuring alignment with user expectations and market trends.

## LEADERSHIP & AWARDS

- Certified Data Management Professional (CDMP) obtained in October 2020.
- Recognized as 'Employee of the Month' for exceptional contributions to the eCommerce platform in July 2022.

## EDUCATION

### Bachelor's Degree in Information Technology

University of Illinois Chicago 🎓 GPA: 3.5 📅 2018 📍 Chicago, IL

**Coursework:** Data Management, Software Development, Network Security, Database Systems

## CERTIFICATIONS

- Certified Data Management Professional (CDMP) 📅 2020
- Google Analytics Certified 📅 2021

## TECHNICAL SKILLS

- **eCommerce Platforms:** OroCommerce, Salsify, Epicor Prophet 21
- **Data Analysis Tools:** Excel, SQL, Tableau
- **Analytics Suite:** Google Analytics
- **Project Management Tools:** Asana, Trello, JIRA
- **Testing and Validation:** A/B Testing, Usability Testing
- **Documentation Tools:** Confluence, Google Docs, Microsoft Word
- **Communication Tools:** Slack, Microsoft Teams, Zoom
- **Data Management Practices:** Data Standards, Metadata Management
- **Reporting Tools:** Tableau, Excel, Power BI
- **Collaboration Platforms:** SharePoint, Basecamp, Monday.com

## PROFESSIONAL AFFILIATIONS

- Member of the eCommerce Professionals Association (ECPA).
- Volunteer Data Consultant for non-profit organizations focused on social impact initiatives.

## ADDITIONAL INFORMATION

**Work Status** : Authorized to work in United States. No sponsorship required.

## REFERENCES

AVAILABLE ON REQUEST