

Matthew Snell

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WORK EXPERIENCE

Farmers Insurance Group

King of Prussia, PA

Data Analyst

Jul 2022 – Present

- Optimized data workflows for the product and customer experience teams, achieving a 50% data processing efficiency gain by developing a Python and SQL ETL pipeline connected to Pendo's v1 API
- Achieved a 20% reduction in analysis time for the customer experience team through the creation of interactive Power BI dashboards for call center data visualization

Liability Claims Supervisor

Jul 2016 – Jul 2022

- Supervised a team of 6 claims professionals, with oversight of approximately 700 bodily injury claims, to adjust and negotiate the settlement of insurance claims and manage complex claims litigation
- Nominated for Farmers Insurance's prestigious *Passion for Excellence Award* for the design, development and maintenance of a dynamic excel reporting dashboard, which consolidated claims management key performance indicators and helped spur a 19% increase in the percentage of claims closed within 90 days

Special Liability Claims Representative

Aug 2015 – Jul 2016

- Decreased average claims cycle time by 3.1 days and reduced average total cost of repairs by \$507, by identifying and troubleshooting process issues, as the Subject Matter Expert for the Farmers' preferred repair facility program

Senior Liability Claims Representative

Feb 2014 – Aug 2015

- Represented the King of Prussia Claims Office as a member of the Northeast Employee Advisory Committee. Acted as a liaison between the claims representatives and management, developed strategies to improve communication, and provided feedback about proposed strategies, policies and programs

Liability Claims Representative

Mar 2012 – Feb 2014

TECHNICAL SKILLS

Programming: SQL, Python (NumPy, Pandas, Matplotlib, Plotly, Plotly Dash, Streamlit)

Tools: PostgreSQL, Tableau, Power BI, Alteryx, Snowflake, Microsoft Excel

Skills: Git, Database Design & Management, Data Analysis, Data Visualization, Data Modeling, Project Management

PROJECTS

[Case Study Analysis of Philadelphia's Motor Vehicle Collisions](#)

- Conducted data analysis of motor vehicle accidents in Philadelphia, Pennsylvania between January 2015 and December 2020, leveraging Python and SQL, and used Tableau to create an intuitive dashboard that summarized my findings

[Interactive Exploratory Data Analysis of Philadelphia's Gun Violence Trends with Plotly Dash](#)

- Developed an interactive tool using Plotly Dash to visualize gun violence trends and patterns in Philadelphia 2015 through present. By transforming raw data into insightful visualizations, the application seeks to provide a more nuanced understanding of gun violence trends and patterns in Philadelphia.
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EDUCATION

Rutgers, The State University of New Jersey

Bachelor of Arts in Political Science