

Andrew Prairie

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Objective

Versatile and results-driven professional with a strong foundation in business operations, problem-solving, and team leadership. Adept at analyzing data, optimizing workflows, and delivering high-impact solutions across diverse industries. Experienced in customer relations, project coordination, and digital tools including Excel, CRM systems, and SQL. Known for adaptability, fast learning, and consistently exceeding performance goals. Eager to bring value to dynamic teams through a mix of strategic thinking, hands-on experience, and a commitment to continuous improvement.

Skills & Proficiencies

- Communication
- Leadership
- Computer Skills
- Microsoft Office
- Intermediate SQL (PostgreSQL, MySQL): joins, subqueries, window functions, performance tuning
- Beginner Python (pandas, NumPy, Jupyter): data manipulation, workflow automation, ETL scripting
- Advanced Excel: PivotTables, VLOOKUP, macros, dashboards
- Business intelligence, data visualization, and storytelling
- E-commerce Strategy
- Data Analysis & Forecasting
- Process Improvement
- Leadership & Team Management
- Project & Resource Planning
- Inventory Control
- Digital Marketing
- Decision Support & Problem Solving
- Conflict Resolution

Education

Franklin Community High School
Franklin High School Diploma

Professional Experience

Claims Manager **January 2022 – Present**
Trojan Roofing, Indianapolis

- Managed supplemental claims and insurance documentation for residential and commercial roofing projects.
- Facilitated communication between homeowners, insurance adjusters, and internal teams to expedite claim approvals.
- Leveraged CRM tools and digital platforms to track claim stages, document damages, and submit detailed scopes.
- Collaborated with sales and project managers to ensure accuracy of scope and job costing.
- Regularly exceeded monthly supplement approval goals by proactively identifying underpaid items and hidden damages.
- Trained new hires and helped streamline the claims submission process.

Operations Analyst **May 2020 –**
January 2025
Pristine LLC, Franklin

- Analyzed sales, logistics, and performance data for a high-volume Amazon storefront, contributing to 98%+ customer satisfaction and consistent revenue growth
- Used SQL (PostgreSQL, MySQL) and Excel to track KPIs, optimize product listings, and forecast demand
- Built interactive dashboards and reports to inform decisions on inventory control, pricing, and marketing strategy
- Automated repetitive ETL and reporting tasks using beginner-level Python (pandas), reducing manual workload by 30%
- Adapted offerings based on trends and customer behavior using BI tools, increasing profitability and reducing excess stock
- Collaborated with fulfillment and customer service teams to improve efficiency and resolve service tickets within 24

hours

**Tile Installer Forman
Victory Surfaces, Indianapolis**

2015 - 2021

- Led high-end tile installation projects and managed teams of up to 20 employees.
 - Tracked milestones and resource allocation using KPI dashboards.
 - Worked with contractors and designers to ensure timely, high-quality project completion.
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