ISAAC MCSORLEY

(319) 931-8757 | isaacmcsorley@gmail.com | immcsorley.github.io | linkedin.com/in/immcsorley

PROFESSIONAL SUMMARY

Data Analyst with 3+ years of experience in financial services and fintech, specializing in automated data pipelines, BI dashboard development, and translating complex datasets into executive-ready insights. Proven track record of driving measurable impact, including uncovering $180K in annualized savings through extensive data analysis. Experienced in partnering cross-functionally with Finance, Product, and Operations teams to deliver scalable, data-driven solutions in fast-paced environments.

TECHNICAL SKILLS

Analytics & BI: Tableau, Power BI, Excel (advanced)

Languages: Python, SQL

Data Platforms: Snowflake, AWS, Alteryx, JIRA

Competencies: Data pipeline automation, ETL, statistical modeling, data visualization, process automation, cohort analysis

Certifications: Microsoft Azure Fundamentals, Alteryx Designer Core, Snowflake SnowPro Core

EXPERIENCE

JPMORGANCHASE *Tampa, FL*

Omnichannel Payments Support Analytics Analyst *December 2025 – Present*

- Designed a Tableau dashboard integrating Monday.com data to surface support KPIs — including case volume, escalations, SLAs, and aging trends — enabling leadership to monitor resolution performance and identify bottlenecks in real time
- Built an enterprise client adoption analytics dashboard, uncovering regional performance trends and translating findings into actionable recommendations that informed expansion strategy
- Optimized high-volume client reporting pipelines in Tableau, reducing data load and improving dashboard accuracy across millions of transactions to support reliable, recurring business reporting

Omnichannel Payments Strategy & Performance Analyst *April 2025 – November 2025*

- Engineered end-to-end automated data pipelines in Snowflake and Alteryx to cleanse, standardize, and publish operational and billing data to Tableau, eliminating manual reporting overhead and ensuring consistent data accuracy
- Automated billing reconciliation logic using Python and SQL, reclaiming 1–2 hours of manual effort weekly and identifying $180K in annualized savings by surfacing systematic billing errors
- Developed interactive dashboards tracking hardware payment device return/replacement rates, active/inactive status, and data usage patterns; delivered country-level insights enabling targeted operational improvements and data-driven decision-making
- Presented cost-saving analyses and KPI performance trends to senior leadership, translating complex datasets into clear narratives that supported strategic resource allocation decisions

Merchant Services Platform Onboarding Analyst *July 2024 – March 2025*

- Supported analytics and tracking for a new investment bank onboarding product, partnering cross-functionally to ensure data accuracy and operational visibility throughout the onboarding lifecycle
- Led cross-system data mapping across Snowflake, JIRA, and Excel to improve data integrity and meet compliance and audit requirements
- Built dashboards and automated validation workflows to monitor onboarding KPIs, reduce manual errors, and provide stakeholders with reliable, self-serve reporting

Summer Analyst – Commercial Banking Product Finance *June 2023 – August 2023*

- Led an ETL project automating reporting for the pricing team using Alteryx and Tableau, reducing 3–4 hours of manual labor per month and improving insight delivery across multiple KPIs

ELEVATED IMPACT SOLUTIONS *Remote*
Founder | Web & CRM Solutions Consultant *January 2024 – Present*

- Build and manage data-driven websites and custom CRM workflows for 10+ local businesses, automating client outreach and lead management pipelines to improve operational efficiency
- Develop SEO-optimized, mobile-first web solutions and provide ongoing analytics strategy to help clients measure growth and scale their digital presence

TIPPIE COLLEGE OF BUSINESS – UNIVERSITY OF IOWA *Iowa City, IA*
Graduate Teaching Assistant – Data Mining *January 2023 – December 2023*

- Instructed 200+ students in core data mining techniques including supervised and unsupervised modeling
- Developed Python grading automation scripts for class projects, reducing manual grading time by 50%+

SPARTAN FORGE – DEER PREDICTION APP STARTUP *Remote*
Machine Learning Research Intern *October 2022 – May 2023*

- Integrated normalized mapping vector layers into the application backend using Python, improving mapping quality and user experience for thousands of active users

THE UNIVERSITY OF IOWA COLLEGE OF NURSING *Remote*
Database Developer *February 2022 – May 2022*

- Built a relational database tracking 100+ hospitals and 2,000+ nursing residents enrolled annually, and developed automated workflows for data collection, reporting, and invoicing — reducing invoicing time by 50%

EDUCATION

THE UNIVERSITY OF IOWA – TIPPIE COLLEGE OF BUSINESS *Iowa City, IA*

Master of Science, Business Analytics *December 2023*

B.B.A., Business Analytics & Information Systems *December 2022*

GPA: 3.7 | University Dean's List | 1st Place – USITCC National Case Competition