Brendan Mair

Austin, Texas (Relocatable) | LinkedIn

PROFESSIONAL EXPERIENCE

Payment Product Operations Specialist
September 2026 - Present

Wise Austin, TX

- Led audits of USD and CAD payment routes across FedWire, FedACH, FedNow, and RTP for a platform moving $240B+ a year for 18.9M customers — pinpointing manual friction points and driving fixes that raised straight-through processing.
- Built KPI and SLA frameworks for new payment product features using SQL and BI dashboards, translating route-level performance data into insights that guided product and operational decisions.
- Drove payment operations initiatives end to end — from scoping and data analysis through rollout — collaborating with Product, Engineering, and Operations to turn technical constraints into operational reality.

Business Analyst
March 2025 - September 2026

Apex Fintech Solutions Austin, TX

- Spearheaded the insourcing of Tax Withholding operations, eliminating $3M+ in vendor costs by partnering directly with Product and Engineering, conducting regulatory research, redesigning and testing procedures, validating data quality through the full ingestion-to-output lifecycle, and translating 25+ regulatory requirements into production-ready system specifications.
- Pioneered an agentic withholding reversal process, autonomously detecting engine-level anomalies and executing self-correcting remediation before client escalation — reducing downstream reporting failures by 90%.
- Deployed AI-powered tools that eliminated 50+ hours of weekly manual work, including a SQL query generator that handled 10–15 data tickets a week.
- Resolved critical data reliability failures affecting 200M+ records spanning 10M+ accounts, using SQL to isolate root causes of upstream client JSON-mapping discrepancies and implementing permanent structural fixes.

Immigration Data Analyst Intern
June 2024 - November 2024

Institute for Women in Migration (IMUMI) (Remote)

- Analyzed 12+ immigration datasets across demographic, geographic, and socioeconomic dimensions using R, SQL, Tableau, Power BI, and Excel — identifying potential international law violations by governmental entities and delivering insights that reshaped intervention strategies and enhanced outreach programs for asylum populations across Latin America.
- Findings of busing programs were featured in outlets such as *The Wall Street Journal*, *The New York Times*, and *Reuters*.

Program Coordinator
October 2021 - July 2024

University of California, San Diego Recreation La Jolla, CA

- Led the launch of 3 new recreation programs, executing targeted market research to increase participation by 200% while managing modeling, forecasting, and financial analysis for an $80,000+ budget.
- Optimized a membership database of 5,000+ participants, leveraging real-time usage analytics on customer data to address program needs and identify growth opportunities by aligning recreation offerings with evolving student preferences, increasing overall engagement by 60%.

Legal Intern
September 2018 - August 2021

Michigan Law Center Macomb Township, MI

- Evaluated consumer data across 500+ client accounts to advise leadership on strategic outreach initiatives, increasing client retention by 35%.
- Designed and implemented automated billing and tracking workflows using Microsoft Power Automate and Excel, eliminating operational bottlenecks, reducing invoice processing time by 20%, and ensuring data accuracy across 300+ client accounts.

EDUCATION

University of California, San Diego
La Jolla, CA

Bachelor of Science in Data Analytics | Business Economics - GPA: 3.9/4.0 June 2024

License: Series SIE.

SKILLS

Technical & Databases: SQL (PgAdmin, MySQL, Microsoft SQL Server), R, Python, Julia, Stata, JSON.
Analytics & Visualization: Tableau, Power BI, Power Query, Excel, Google Sheets.
Tools & Platforms: Jira, Confluence, Miro, Linux, PuTTY, FileZilla, VS Code, GitHub, Microsoft Suite, PowerPoint, Clio.
AI & Automation: Claude Code, Codex, Microsoft Copilot, Microsoft Power Automate, AI Concepts (RAG, Agents, Skills, Etc.).