John Doe

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Work Experience

123 Place   **(Remote) Someplace**

Associate Systems Analyst   *April 2022 - Present*

- Maintained and supported negotiations to recover revenue by billing clients applicable technology costs, saving over $100,000 monthly
- Co-developed data warehouse, building datasets in SSMS via SQL to enable dynamic reporting in Power BI from all data sources
- Performing ad-hoc reporting on various datasets to allow for better informed decision making with quick turnaround
- Bridged the communication between stakeholders and our engineering team, translating business requests into actionable technical projects effectively saving time and money
- Conducted data analysis to identify potential process improvements and enhancements, then translating them into achievable add-value projects
- Developed reporting solutions via Power BI, effectively bringing stakeholders up to speed on forecasted trends to support the company's strategic goals
- Increased efficiency for the team and the company by streamlining front-end workflows and processes, saving between .5-1.5 full time employees with each completed project
- Preserving continuous data integrity by performing various database maintenance tasks such as removing/modifying/adding fields, converting data types to support newly developed reporting, documenting triggers/stored procedures

456 Place   **Someplace**

Business Systems Specialist   *October 2021 - March 2022*

- Enhance PowerShell scripts to optimize multiple exception queues averting thousands of dollars in chargebacks
- Served as the helpdesk's liaison to QA and resolved technical issues related to Microsoft Dynamics AX/EDI
- Facilitate reporting to various departments to save the company thousands of dollars in data discrepancies through SSRS and Power BI
- Collaborate with network engineers to secure sensitive reporting data across multiple locations on a hybrid environment

IT Support Technician   *May 2021 – October 2021*

- Configured reporting of the ticketing system to identify and improve weak points within the team's abilities
- Created workflows and rules to automate the ticketing system, increasing team-wide efficiency
- Utilized PowerShell scripts to automate tasks based on specific user needs
- Provided after hours support to a dozen locations ranging from California to New York

IT Intern   *March 2021 – May 2021*

- Managed inventory and redistribution of assets across multiple locations nationwide
- Deployed Windows and MacOS machines for new hires and upgrades using MDT/MacOS Server
- Troubleshot and resolved technical issues via various remote desktop tools, VPN, Active Directory, and O365
- Administered enterprise licenses such as O365 & creativity apps like Adobe Creative Cloud Suite & Nuxeo

789 Place   **Someplace**

Data Entry Specialist   *October 2019 – June 2020*
- Streamlined simple and repetitive functions within Excel using VBA and PowerShell
- Lead operator for urgent and high priority projects in the plumbing department
- Served as liaison to database administrators and intranet resources on the plumbing department
- Acted as SME on department specific workflows and processes, quickly bringing new hires up to speed

Data Entry Clerk   *July 2019 – October 2019*
- Successfully completed data projects with high accuracy.
- Resolved Excel and JIRA issues to improve workflow efficiency.
- Corrected bugs and data inconsistencies on the company's website.
- Provided swift "quick add" service to make unavailable products available for purchase on the website.

Projects

123 Place
- Implemented dimension and fact tables to our data warehouse to allow for dynamic reporting in Power BI
- Facilitated testing, meetings, and maintained communications across all groups to upgrade our ERP
- Co-developed process to check for valid contractors' licenses to reduce liability
- Created multiple Power BI dashboards to track various costs and provide progression visibility to stakeholders allowing for informed decision making
- Establish back-end reporting version control and workspace security for all users in Power BI
- Championed internal department documentation and SOPs as part of a new and growing department

456 Place
- Created Power Automate tasks to streamline data collection process from 3rd parties
- Implemented automation in our helpdesk to streamline the triaging and closing process of tickets
- Developed code to push software installation through our RMM
- Configured and scaled imaging software to push initial application setup on multiple machines simultaneously

789 Place
- Main operator for the Nevada Water Regulation Revision of 2020 project, overhauling several specifications for 850,000+ skus of plumbing product data
- Performed QA on outsourced projects, saving the company $20,000 monthly
- Introduced automation to our excel templates via VBA, saving roughly 3-4 hours per project
- Guided new hires with best practices for MySQL, Excel, and operating JIRA

Skills & Interests

Soft:	Customer Service, Team Player, Positive Demeanor, Professional, Organization, Detail Oriented
Technical:	Viewpoint, Microsoft Dynamics AX, FileMaker, Excel, O365, Google Suite
Ticketing:	JIRA, ConnectWise, ZenDesk, HappyFox
Programming:	SQL (4 YOE), PowerShell (1.5 YOE), VBA (1.5 YOE), HTML (1 YOE), Python (.5 YOE)
Reporting:	Power BI (1.5 YOE), Viewpoint Reporting (1.5 YOE), SSRS (1 YOE)
Interests:	Minimalism, Technology, Gaming, Fishing, Camping, Football, Travel, Medieval, History, Anime, Comics