

Detail-oriented and versatile with a strong foundation in information systems and media communications. Adept at leveraging data analysis tools and techniques to drive insights and optimize processes. Seeking to join a dynamic team where growth and opportunity are fostered, and where I can apply my analytical skills to support strategic decision-making.

Technical Skills

- SQL/SQL Server/Postgres
- Python
- Microsoft Excel
- R Programming
- Data Analysis with SAP & R
- Quality Assurance

Work Experience

IT Asset Management Intern

Amergis Healthcare Staffing Services, Columbia, MD

June 2023 – August 2023

- Streamlined device intake and organization, improving efficiency during monthly audits.
- Automated the device reclamation process using Excel Macros and ServiceNow data, resulting in timely user notifications.
- Enhanced the device management process by researching and integrating new software features.
- Maintained accurate device status records for over 75,000 devices within ServiceNow.
- Managed 15 hardware reclamation tickets daily.

End User Computing Summer Intern

Maxim Healthcare Staffing Services, Columbia, MD

June 2021 – August 2022

- Configured and deployed laptops for a user base exceeding 50,000.
- Improved operational efficiency by identifying and addressing redundant tasks.
- Conducted bi-weekly equipment health checks on-campus.
- Supported device replacements for a large user base, ensuring minimal disruption.
- Resolved over 30 new hire tickets daily using ServiceNow.
- Utilized Active Directory for account management tasks including password resets and user group assignments.

IT Support Technician

Salisbury University, Salisbury, MD

February 2021 – May 2024

- Provided technical support to a student body and faculty of over 8,000.
- Ensured the functionality of on-campus computer labs, maintaining high availability.
- Used JIRA for incident tracking and coordination with full-time staff.
- Contributed to the creation and maintenance of accurate knowledge bases.
- Standardized operating procedures to ensure consistency across the team.
- Minimized downtime by training peers and enhancing troubleshooting techniques.

Projects

- **Device Reclamation Automation:** Developed an Excel Macro to automate notifications for outstanding devices, improving the efficiency of the asset management process.
- **Airline Customer Satisfaction:** Conducted a comprehensive analysis of professor-provided airline customer satisfaction data using various statistical and machine learning models to provide actionable recommendations for improving customer experience and retention rates.

Certifications

- Certified Entry-Level Python Programmer
- Microsoft Excel 2019 Expert

Education

Salisbury University, Salisbury, MD

August 2020 - May 2024

Bachelor of Science in Information Systems, Track: Data Analysis, Network Security

Bachelor of Arts in Communications, Track: Media Production