
PROFILE

Developer with years of experience in working with data to create solutions for supply chain business operations. Passionate about turning data into meaningful information to create insights for business. Experienced with programming in various applications, building programs to help users with their day to day responsibilities. Great technical abilities in troubleshooting system and hardware errors and escalate issues to their respective departments.

SKILLS & ABILITIES

- Languages: SQL, VBA, JavaScript, CSS, HTML, Java, C++, C#, Python
 - Databases: Oracle, MySQL, Access, Plex Systems
 - Tools: Crystal Reports, SQL Developer, Excel, iDashboards, SQL Server
 - Hardware: Zebra, Dell, HP, Canon, PowerCart, Elo, ToughPad
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PROFESSIONAL EXPERIENCE

OPERATIONS SYSTEM COORDINATOR, SYNCREON (FCA)

July 2017 – December 2019

- Launched new business including setting up workstations, power carts, printers, tablets, and internet phones, ensuring their connection to database
- Collaborated with department leads to develop solutions for enhancing data visibility and implementation of new products on existing devices
- Designed reports providing key performance indicators using business intelligence software and trained users in accessing those reports
- Conducted detailed analysis of existing processes to create simpler solutions
- Solved business issues by improving and streamlining processes regarding the flow and quality of data

IT SUPPORT, CEVA LOGISTICS (FCA)

March 2016 – July 2017

- Overtook responsibility of keeping database up to date providing daily updates to their respective departments
- Managed issue tracking software creating templates based on issue types, users and user groups, as well as custom queries for tracking issues
- Used advanced Excel features for creating pivot tables/charts, index/matching, and VLOOKUP of data on multiple spreadsheets
- Worked with general manager to develop solutions that improve current processes
- Provided technical expertise for office employees troubleshooting email issues, software issues, as well as hardware difficulties

COMPUTER SALES, OFFICE DEPOT

May 2009 – September 2009

- Diagnosed and repaired PC issues selling services for work performed
 - Sold laptops and various accessories to customers based on needs
 - Provided friendly service giving expert advice to customers
 - Supported finding and replacing ink cartridges for customer printers
 - Restocked inventory when needed throughout the store
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EDUCATION

UNIVERSITY OF DETROIT —DETROIT, MI —MS IN SOFTWARE ENGINEERING

September 2013 - December 2015

- Earned a 3.32 GPA

UNIVERSITY OF DETROIT —DETROIT, MI —BS IN BUSINESS ADMINISTRATION

September 2008 – December 2012

- Concentrated on finance
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PROJECTS

TOURNAMENT TRACKER – C#

- Developed using Windows Forms and SQL/Text Connection

MISSILE STRIKE – JAVA

- Created the project management plan, requirements, specifications, design and code
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