

XXXX XXXFIELD

Information Technology and Business Analytics Specialist

Richardson, Texas | Email: [REDACTED]

| Phone: [REDACTED]

CORE COMPETENCIES

Business Analytics | Database Management | Data Visualization | Programming Proficiency | Technical Support | Process Improvement | Regulatory Compliance | Cross-Functional Collaboration

CAREER SUMMARY

I am an information technology and systems professional with a degree in business analytics, database management, and programming. I am proficient in using tools like Power BI and SQL to generate actionable insights, improve data accessibility, and optimize processes. I have expertise in C++, Java, and Python and aim to leverage my analytical and technical skills to support data-driven decision-making for organizations.

PROFESSIONAL EXPERIENCE

Freddie Mac Plano, TX | May 2023 – Aug 2023

Computer Science Intern

- Developed and optimized database management programs, resulting in a 15% increase in data retrieval efficiency.
- Executed imaging and data transfer processes for over 100 laptops, streamlining employee onboarding.
- Analyzed existing processes and proposed improvements that enhanced daily operational efficiency.
- Provided technical support to over 100 employees, resolving issues promptly and improving customer satisfaction.

PrimeLending, A PlainsCapital Company Dallas, TX | May 2022 – Aug 2022

Compliance Intern

- Analyzed and assembled quarterly compliance reports, leading to improved data accuracy and presentation.
- Collaborated with supervisors to enhance report accessibility, reducing retrieval time by 20%.
- Audited and verified data for 500+ loans, ensuring compliance with regulatory standards.
- Managed communication with 100+ potential borrowers regarding their loan application status, improving transparency and customer experience.

EDUCATION

The University of Texas at Dallas

Bachelor of Science, Information Technology and Systems Graduation Date: December 2024 | GPA: 3.845

Dean's List, Naveen Jindal School of Management

Key Coursework:

- Business Analytics, Database Management
- Analytical Problem Solving, Object-Oriented Programming
- Professional Communication and Teamwork

CERTIFICATIONS & TECHNICAL SKILLS

Certifications:

- Business Analytics Fundamentals
- Data Analysis and Visualization with Power BI

Technical Skills:

Analysis Tools: Microsoft Excel, PowerPoint, Power BI, SQL

Programming Languages: C++, Java, Python

Database Management: MySQL, Oracle

PROFESSIONAL DEVELOPMENT ACTIVITIES

ID Tech - Build-Your-Own-Laptop @ University of Denver Participant | June 2018 – July 2018

- Enhanced user interaction and functionality through Python scripting.
- Collaborated in assembling and programming laptop systems, honing technical and teamwork skills.

ID Tech – VEX Robotics Camp @ Emory University Participant | June 2017 – July 2017

- Led a team in designing and programming robots to achieve specific objectives.
- Adapted robot software and hardware configurations to tackle evolving challenges, fostering innovation and problem-solving skills.

Learning & Development | People Focused | Logistics/Inventory | Quality Assurance | Finance | Business Planning & Acumen | Operational Excellence | Professional Trainer | Community Servant

SUMMARY OF QUALIFICATIONS

- Over 20 years of Exemplary Learning & Development, Logistics/Inventory Management, Quality Assurance, and Business Planning Experience with emphasis as a Professional Trainer and Interactive Teaching
- Recognized Airmen of the United States Air Force Military
- Client-focused, Team-oriented, Technology-proficient, Results-driven, Business Acumen
- Strong interpersonal skills that are capable of interacting and communicating with individuals with clarity so that information is presented and understood by others
- Ability to establish and maintain effective working relationships with internal and external customers
- Critical thinker who uses logic and reasoning to identify solutions, motivated self-starter, and a quick learner
- Possess strong verbal and written communication skills adaptable to changing situations

LEARNING & DEVELOPMENT / ADMINISTRATIVE SKILLS

- Spearheaded and oversaw learning endeavors and training programs by assessing company goals, designing and developing curriculum, and motivating attendees
- Managed content of the Internet, Intranet, and SharePoint sites associated with training
- Conducted business readiness assessment, maintained training information, and coordinated and reviewed the logistics of training materials
- Revised Poll Worker Manual and presentation training for 2,192 poll workers in 548 precincts
- Used various curriculum sources and developed a creative presentation platform
- Created training and learning environments that were conducive to producing effective and informed individuals to assist in the Get-Out-the-Vote (GOTV)

LOGISTICS/INVENTORY MGMT SKILLS

- Monitored and maintained current inventory levels; processed purchasing orders as required; tracked orders and investigated supply process failures
- Recorded purchases, maintained database, performed an annual physical count of inventory, and reconciled actual stock count to computer-generated reports
- Expedited and coordinated supply functions for F4 Fighters to ensure combat readiness

FINANCE MANAGEMENT SKILLS

- Oversaw 40 employees, a \$2.4M budget, and collection of \$60M in taxes and fees annually
- Led efforts in improving financial stability, internal processes and infrastructure, and employee customer service performance
- Initiated and set up a tracking system that netted \$2k+ in the first quarter from previously uncollected out-of-state processing fees (property tax)

QUALITY ASSURANCE SKILLS

- Supervised the development of Quality Network initiatives
- Created detailed & concise reports to outline the impact of initiatives
- Assessed and evaluated interdepartmental needs for program development. Established, supported & maintained the Quality Network objectives & goals

WORK EXPERIENCE

BELIEVERS CHRISTIAN FELLOWSHIP CHURCH (Dayton, OH) Administrator	2011 – Present
MONTGOMERY CO. BOARD OF ELECTIONS (Dayton, OH) Elections Operations	2009 – 2010
Campaign Finance Coordinator	2008 – 2009
Training Coordinator	2006 – 2008
MONTGOMERY CO. CLERK OF COURTS (Dayton, OH) Chief Deputy/Assistant Chief Deputy – Auto Title Division	2003 – 2006
MONTGOMERY CO. TREASURER'S OFFICE (Dayton, OH) Taxpayer Services Representative	2003 – 2003

ADDITIONAL EXPERIENCE

GENERAL MOTORS – MORaine ASSEMBLY PLAN (Daytona, OH)

- *Quality Network Administrator (1997-2000)*
- *Material Control – Shortage Stockman (1995-1997)*
- *Inspector – Quality Control (1990-1995)*
- *Lead Facilitator (1986-1990)*

MILITARY

USAF – Sergeant E-4 – Inventory Management Specialist
Honor Graduate – Lowry AFB – Technical Training School

EDUCATION

University of Dayton (Dayton, OH)

B.A. Political Science

TECHNICAL SKILLS

Microsoft Office: Word, Excel, PowerPoint • Adobe Acrobat • Microsoft Edge •

ACHIEVEMENTS

- University of Dayton – African American Alumni Association Executive Council 2007 – 2009
Chairperson: Membership and Special Events Committee, President: One (1) year
- Gem City Unit of Parliamentarians: Treasurer, Dayton, OH: 2005 – 2007
- United Way Campaign: Montgomery County Co-Chair: 2005 – 2006
- Sinclair Community College, Alumni Association Executive Council: 2000 - 2006
Chairperson: Treasurer, Membership and Scholarship Committees, respectively President: Two (2) years
- Dayton Mediation Center: Certificate Awarded: 1996 – 1998

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1234 5th Ave
City, State 9999

Phone: 123-456-7890
Email: firstnamelastname@yahoo.com

SUMMARY OF QUALIFICATIONS

- Over 15 years of Exemplary Customer Service, Administrative, and Banking Experience
 - Cross-Functional [REDACTED], Team-oriented, Technology-proficient, Results-driven, Business Acumen
 - Strong interpersonal skills that are capable of interacting and communicating with individuals with clarity so that information [REDACTED] and understood by others
 - Ability to establish and maintain effective working relationships with internal and external customers
 - Critical thinker who uses [REDACTED] to identify solutions, motivated self-starter, and a quick learner
 - Possess strong verbal and written communication skills adaptable to changing situations
 - Demonstrated leadership skills in securing and training professionals for project execution
 - Successful, Creative Entrepreneur of [REDACTED] Design
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CUSTOMER SERVICE/TRAINING SKILLS

- Interact and communicate with cross-industry vendors and customers
- Conduct research, and analyze data to target audiences effectively and [REDACTED]
- Maintain bookkeeping by keeping proper financial records
- Prepare [REDACTED] customer delivery
- Supervised, trained, and developed employees through one-on-one coaching, phone monitoring, and auditing
- Handle daily high [REDACTED] calls, resolve customer complaints
- Provide payment options for clients and execute tasks and adherence to [REDACTED]
- Resolve individual [REDACTED]s involving delinquency, legal action, fees owed, and credit bureau disputes
- Train and onboard new hires

ADMINISTRATIVE SKILLS

- Maintain accurate files and data on all client accounts
- Coordinate, research, adjust and reconcile corporate checks and accounts
- Create spreadsheet reports for item processing and tracking using Microsoft Excel
- Correct and modify employee timesheets
- Scan, key, and encode corporate checks into [REDACTED]
- Report total deposits to corporate customers and enter data of checks and i [REDACTED]

WORK EXPERIENCE

XXXX **2016 - PRESENT**
COMPANY NAME, CITY, STATE

XXXX **2007 - 2015**
COMPANY NAME, CITY, STATE

XXXX **2005 - 2006**
COMPANY NAME, CITY, STATE

XXXX **1998 - 2003**
COMPANY NAME, CITY, STATE

EDUCATION

COLLEGE NAME
MAJOR
CONCENTRATION
DATE

HIGH SCHOOL NAME
MAJOR
DATE

LICENSE/CERTIFICATIONS SKILLS

NAME OF LICENSE/CERTIFICATIONS
STATE
YEAR

TECHNICAL/OTHER SKILLS

MICROSOFT OFFICE APPLICATIONS

- MS-Excel
- MS-Word
- MS-PowerPoint

WORK EXPERIENCE

XXXX COMPANY NAME, CITY, STATE	2016 - PRESENT
XXXX COMPANY NAME, CITY, STATE	2007 - 2015
XXXX COMPANY NAME, CITY, STATE	2005 - 2006
XXXX COMPANY NAME, CITY, STATE	1998 - 2003

EDUCATION

COLLEGE NAME
MAJOR
CONCENTRATION
DATE

HIGH SCHOOL NAME
MAJOR
DATE

LICENSE/CERTIFICATIONS SKILLS

NAME OF LICENSE/CERTIFICATIONS
STATE
YEAR

TECHNICAL/OTHER SKILLS

MICROSOFT OFFICE APPLICATIONS

- MS-Excel
- MS-Word
- MS-PowerPoint

REFERENCES AVAILABLE UPON REQUEST