Alan Cross

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Skills

SQL (PostgreSQL, SQL Server)
Microsoft Excel (Xlookup, Pivot Table, Conditional Formatting)
Microsoft Power Bi and DAX
Python (Numpy, pandas, Matplotlib)
Tableau
Technical and Analytical Troubleshooting

Portfolio

across89.github.io/AlanCross.github.io/

Highlighted Projects

Covid-19 Infections and Vaccinations Analysis

- Used **SQL Server** to analyze the vaccination and infection rate across the world
- Used **Power Bi** to easily sort and visualize the data

Bike Sales & Customer Analysis

- Used **Excel Pivot Tables** to sort and organize data about global bike sales
- Visualized and displayed the data in an easy to understand format to show sales by customer characteristics such as gender and age

Experience

Pavlov Media   Champaign, IL
NOC-1 Technician   July 2023 - Present

- Monitored and maintained network infrastructure, ensuring 99.9% uptime
- Resolved an average of 27 tickets a day with a first call resolution rate of 90%
- Demonstrated knowledge and confidence about networking, security, client operating systems, and cloud services
- Analyzed network performance data to identify and resolve connectivity issues
- Collaborated with cross-functional teams to implement system upgrades and improvements.

Mobile Therapies   St.Louis Metro Area
Business Administration/ Business Analyst   6/2017 - 7/2023

- Manage projects and translate business needs into specific actionable requirements for team.
- Create analysis reports and visualizations.
- Work directly with stake-holders to make data-driven decisions.

Education

- Udemy: Complete PostgreSQL Bootcamp, Complete Data Analysis Bootcamp
- Corsera: Google IT Support Professional Certification
- Danville Area Community College: Python, SQL