

## Skills

- **Languages:** SQL(Transact, Postgres), Python (Pandas), R
- **Tools:** Tableau, Excel, RStudio, Microsoft SQL Server Management Studio
- **Other:** Technical Skills, Microsoft Office Suite, Obsidian

## Experience

### Schreiber Foods

March 2022 – March 2023

#### Intern

- Handled an average 70 calls and emails per day, ranking me consistently in the top 3 among interns in volume handled.
- By employing rapid response strategies and leveraging my growing technical knowledge, I contributed to approximately a 20% increase in first-contact resolution rates, enhancing user satisfaction across the company's international operations.
- Improved the help desk's overall efficiency by reducing average issue resolution times by up to 15%, but also significantly advanced my technical and customer service skills.

### University of Wisconsin – Green Bay

June 2021 – March 2022

#### IT Help Desk Analyst – Level 1 Support

- Contributed to up to approximately 30% improvement in issue resolution efficiency.
- Instrumental in achieving up to a 15% increase in student-faculty satisfaction ratings, but I also enriched my technical expertise and honed my ability to deliver high-quality customer service.
- Developed Knowledge-base articles used by 1000's of students & faculty to this day.

## Leadership Experience

### Group Presentation (Small Group Communication)

- Led a group of students in creating a presentation on “A training session for proper communication usage in group decision making” completing with a high score.
- Included having to direct videos.

## Education

### University of Wisconsin – Green Bay

**Expected Graduation:** May/December 2025

Bachelor of Science in Information Sciences

GPA: 3.282

### Tokyo Metropolitan University

March 2023 – February 2024

General Education – Exchange Program (Study Abroad)