

# TIMOTHY J. YOST

Data Analyst

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Contact Information:

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Data Analytically driven associate professional seeking a challenging career in an esteemed organization to grow professionally, while earning a good reputation with peers. Seeking a Data Analyst Position that will utilize skills and expertise while offering opportunities for advancement. Am willing to start from the ground up, pursue necessary certificates as required and willing to travel.

**Nashville Software School, July 2021 – Present, expected graduation January 2022**

## Data Analyst Apprentice

Intensive part-time bootcamp focusing on data analytics fundamentals and problem solving. Used real-world datasets and included projects where findings were presented to stakeholders from the community.

## TECHNOLOGY | SKILLS

Proficient in IT Service Operations with strong focus on Incident Management.

Experience:

- Microsoft Excel, PowerPoint, Word
- Google Sheets
- SQL Queries, PgAdmin, Postgres
- Python 3
- Built and deployed dashboards using Tableau and Power BI
- Source code version control with Git/GitHub
- Project management/tracking with Github project boards and issue tracking
- Core Desktop Applications
- Active Directory
- Vmware, Citrix
- Cisco Unity, Airwatch, Knox
- Core Desktop Applications
- All Microsoft Programs
- Network Security and access
- Major operating systems

## PROFESSIONAL EXPERIENCE

**Ciber Global Service Desk Analyst**      Nashville, TN (November 2019 - Present)

- Receive incoming calls from Client (Tennessee Department of transportation) and provide first level support.
- Research, resolve, and respond to questions via telephone calls, emails, and callbacks in a timely manner in compliance of company standards.

- Maintained current knowledge of relevant products and support policies to provide technically accurate solutions to clients.
- Participated in team projects that enhance the quality or efficiency of Service Desk.

**United States Medical Management Technical Support Engineer**    Troy, MI (May 2017 - August 2019)

- Technical Support Engineer, primary duties included fielding help desk service calls (level 1,2 and 3) for coworkers.
- Use of a ticketing system, *ServiceDesk*, and making sure to keep current protects updated to reflect status.
- The recording and deployment of coworker laptops with images and pxe boots
- Deployment of both Android and Samsung tablets for Medical Assistants using Airwatch in sync with DEP and Knox deployment.
- Deployment of virtual machines through VMware.
- Created Professional word documents and excel spreadsheets to assist other IT employees on how perform troubleshoot fixes.
- Maintenance of users through Active Directory. Management of permissions, passwords, and organizational units.
- Deployment of network printers using DHCP.
- Creation and maintenance of SFTP and automate servers.
- PowerShell experience for use of scripts.
- Asset management of over 1000 active devices

**United States Medical Management Application Support Specialist**    Troy, MI (February 2016 - May 2017)

- Managed Provider laptops making sure all machines are working efficiently and staying connected to the network. Gave Support for our electronic medical record program Aprima.
- Spent hours performing and testing major updates to our electronic medical records.
- Managed the physical condition of all our provider machines. Including ordering new parts and the installation
- Assisted Providers and other employees over the phone and in person with our EMR.

**Clarkston High School Varsity Defensive & Goalie Coach**    Clarkston, MI (2012 – 2019)

- Coached 9<sup>th</sup> through 12<sup>th</sup> grade, on advanced fundamentals and rules during spring and summer seasons and to compete at a high level

## EDUCATION | ATHLETIC TRAINING

**Men's Lacrosse Team**, Division 1, 2009 - 2011  
 Quinnipiac University, Hamden, CT  
 Completed 80 credits in Criminal Justice Major

Brother Rice High School, Class of 2009  
 Birmingham, Michigan