

Austin Rippee

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Career Objective

Seeking a Data Analytics position to apply technical skills, enthusiasm, adaptability, and commitment to continuous learning in a dynamic team environment.

Experience

Customer Support Analyst

August 2024 – Present

Vertafore

- Delivered exceptional client support by managing over 30 accounts and resolving approximately 40 cases simultaneously using tools such as Salesforce, Oracle SQL Developer, and Microsoft Excel; performed daily SQL queries on large datasets to diagnose and resolve client issues, while maintaining a 10/10 customer satisfaction survey score.
- Facilitated successful customer implementations and training sessions while hosting bi-weekly partnership status calls to ensure quality metrics are maintained; collaborated cross-functionally to escalate and resolve issues efficiently, leveraging SQL insights to address complex client challenges.

Inventory Analyst

August 2023 – August 2024

PC Server & Parts

- Implemented Excel XLOOKUP, SQL Queries, and Data Visualization tools to extract information on large product datasets of over 9500 servers, workstations, and parts. Made strategic business decisions based on information presented to maximize profits.
- Researched more than 900 unique computer parts to process through the business SellerCloud database for selling objectives.

Website Developer

March 2024 – August 2024

PC Server & Parts

- Co-developed website landing pages, written in HTML, CSS, and JavaScript, for various computer servers, workstations, and parts. Utilized Google SEO (Search Engine Optimization) to better market products on related pages.
- Created a webpage using web development tools that have amassed over 4000 unique clicks in a span of 4 months. The webpage stands at the 8th most popular web page on Google using specific keywords.

Tech Ops Mobile Application Developer (Internship)

October 2019 - March 2020

Cech Corporation

- Designed and developed a truck scaling database application, utilizing the Basic4Android programming language. The program connected a truck scale to a tablet through Bluetooth, adding each truck's materials and information to a database.

Education

Saginaw Valley State University

Graduated April 2023

Bachelor of Science, Computer Information Systems

Skills

Programming Languages Python, SQL, R, VB.Net, JavaScript, HTML5, CSS
Technologies..... MS Excel (XLOOKUP, Pivot Tables, Power Query), MS Word (Technical Reports), GitHub, Adobe
Tools PowerBI, Apache Spark, MiniTab
Databases Oracle SQL Server, MySQL, Google Cloud Platform

Certifications

AWS Certified Cloud Practitioner (In Progress)

Estimated February 2025

Microsoft PL-300 Power BI Data Analyst Associate (In Progress)

Estimated April 2025

Personal Projects

Garmin Performance Analysis

October 2024

- Performed an in-depth analysis of personal Garmin running data spanning from 2017-2024 by importing and processing a CSV file from Excel. Generated actionable insights using Pandas into long-term performance trends and improvement areas.

Race Time Prediction Analysis

August 2024

- Developed a predictive model in Python using Pandas to estimate 5000 Meter race times using a custom formula and workout parameters. Imported data from Excel and visualized results with Matplotlib to identify trends and patterns.