Rebecca Chacko

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Education

B.S. BUSINESS COMPUTER INFORMATION SYSTEMS | UNIVERSITY OF NORTH TEXAS | JULY 2023
· Dean's List
· **Capstone Project:** Smith & Wesson Business Strategy: Led a team in developing and implementing a comprehensive business strategy.
· **Capstone Project:** Vehicle Maintenance Project: Led enhancements to the Vehicle Maintenance system using Microsoft Access.

Skills

· **Professional Skills**: Collaboration | Communication | Analytical | Problem-Solving | Time Management | Quick Learner | Adaptable

· **Technical Skills:** MS Office | MS Project | MS Visio | Tableau | MS Power BI | Java | R | SQL | MacOS | Windows | EPIC

Work Experience

ACCESS SERVICES REPRESENTATIVE | BAYLOR SCOTT & WHITE HEALTH | DEC 2023 - PRESENT
· Updated and obtained patient information while maintaining confidentiality per HIPAA regulations.
· Accurately performed data entry of patient records and billing information into computer systems.

DATA ENTRY ANALYST | KUMON AMERICA, INC. | MAY 2017 – NOV 2023
· Conducted accurate and efficient data entry into multiple databases and spreadsheets.
· Generated daily summary reports for management review.

INFORMATION TECHNOLOGY SERVICE DESK | UNIVERSITY OF NORTH TEXAS | JAN 2023 – JUL 2023
· Supported end users in the utilization of applications such as Microsoft Office, VPN, and Citrix.
· Managed ITSM platform, documenting and resolving technical issues efficiently.
· Managed incoming employee calls, diagnosing, and troubleshooting technical issues with desktops, laptops, and network services.
· Documented tickets and followed up on complex issues to ensure closure.

Projects

SALES PERFORMANCE DASHBOARD PROJECT| MAY 2023
· Developed an interactive Power BI dashboard to visualize sales trends using SQL Server data.
· Enhanced decision making for sales managers by extracting and transforming data from multiple sources.

BUSINESS DATA COMMUNICATIONS & NETWORKING PRACTICAL PROJECT | JUL 2022 – AUG 2022
· Managed Microsoft Hyper-V and Oracle's VirtualBox on Windows Server 2019 servers and Windows 10 Pro workstation.
· Configured connectivity and DNS settings using command-line tools.
· Created user accounts in Active Directory for virtual employees, managing group policies and file sharing.