

# YONATAN GEBREGERGS

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## Data Analyst

Dynamic, bilingual (English & Tigrinya) **Data Analyst** respected for leadership and organizational ability combined with in-depth academic experience in data analysis. Proven track record as a talented communicator versed in coordinating with key stakeholders and vendors to establish specific client data requirements. Respected for leveraging technical abilities to identify key areas of improvement and devise software solutions. Known as a team leader, relied upon to guide and coach others. Out-of-the-box thinker committed to utilizing analysis skills to inform actionable plans.

### Core Competencies

*Data Analysis | Salesforce | Data Visualization | Database Management | Data Processing | Project Management | Team Leadership | Market Research | Dashboard Design | Statistics | Business Development | Data Integrity*

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## PROFESSIONAL EXPERIENCE

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### **Hosanna Flower Shop, Lilburn, GA** **Florist Technician**

2020 - Present

- Appointed to lead project management for key programs and initiatives, coordinating execution and tracking the progress of each phase, quality assurance, and ensuring team cohesion for timely completion of deliveries.
- Monitored market dynamics to establish precise pricing structures to capitalize on new trends.
- Organized daily deliveries to ensure accuracy and timelessness, providing spur-of-the-moment support to maintain client satisfaction.
- Managed usage of diverse e-commerce software suites to facilitate a comprehensive digital strategy, enabling the company to automate order entry, delivery, and back-office accounting to reduce costs and grow sales.

### **Stratix Corporation, Peachtree Corners** **Payment Lead**

2021 - 2022

- Oversaw daily production operations, delegating a team of staging technicians within the Value-Add area of the Mobile Integration Center.
- Provided exemplary service in connecting clients with enterprise mobility services, mobility as a service, mobile device management, and managing customer accounts for mobile services and mobile expense
- Relied upon to operate on and utilize iOS in the Enterprise system as needed for clients who operated iOS for their central systems.
- Coordinated cycle management, including mobile support, mobile asset tracking, and liaising with managed mobile services providers to ensure continued operation.
- Conducted data analysis on key client metrics to optimize existing plans and hardware to improve client service.

### **Stratix Corporation, Peachtree Corners** **Salesforce Administrator**

2020 - Present

- Integrated client requests into Salesforce customization options, including new fields, layouts, and objects to meet the needs of end users in a Salesforce instance, ensuring the functionality of all areas.
- Customized security settings, profiles, and object-level security measures to enforce standard data protection protocols for a Salesforce instance, ensuring the protection of sensitive client data.
- Independently developed and maintained reports, dashboards, workflows, and sharing rules for a Salesforce instance to optimize pipeline management and forecasting capabilities, promoting traceability and accessibility.
- Addressed all Salesforce support tickets to ensure minimal disruption to key processes.

### **Fedex Ground, Norcross, GA** **Customer Service Lead**

2018 - 2020

- Served as a mentor to train new reps to adequately address all potential scenarios, including interfacing with company mentors during phone calls.
  - Provided exacting and exemplary customer service to create successful relationships.
  - Successfully deescalated client issues and promptly addressed concerns using creative solutions, ensuring client satisfaction.
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## EDUCATION

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### **Georgia State University, Stone Mountain, GA: 2024**

Bachelor of Science in Computer Information System & Data Analytics (GPA: 3.61)

- Relevant Coursework: Database Management, Systems Analysis, Big Data Analytics, Data Programming