

ISABELLA BRYANT

IT Analyst

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 (123) 456-7890

 [LinkedIn](#)

 Peoria, IL

WORK EXPERIENCE

IT Analyst

Caterpillar Inc.

 2021 - current  Peoria, IL

- Implemented SAP BusinessObjects reporting tools for data insights that facilitated better decision-making
- Designed a Trello-based system that facilitated a **16% increase in project delivery success rate**
- Led the execution of a Python-driven data analysis pipeline, aiding a \$12K reduction in annual data processing costs
- Deployed SAP BusinessObjects reporting tools for data insights that facilitated better decision-making

IT Support Specialist

Abbott Laboratories

 2018 - 2021  Abbott Park, IL

- Conducted training sessions on IT best practices, improving team collaboration and proficiency in IT tools
- Ordered and maintained an accurate inventory of IT equipment, **saving \$6,248 per year**
- Examined and assessed the efficacy of current security protocols, resulting in the adoption of Cobit and ITIL standards and a 51% decrease in security incidents
- Designed and managed a MySQL database for data storage and retrieval, saving the company \$352 per week

Customer Service Representative

State Farm Insurance

 2017 - 2018  Bloomington, IL

- Used Zendesk ticketing system to categorize and prioritize customer issues, **reducing resolution time by an average of 16 minutes per ticket**
- Initiated a data-driven upselling strategy through Microsoft Dynamics 365, contributing to an average policy value increase of \$22 per customer
- Engineered a dynamic call routing system using Salesforce, reducing call handling time by 46 seconds
- Orchestrated a social media engagement campaign using Hootsuite, driving a 27% increase in followers

EDUCATION

Bachelor of Science

Computer Science

Northwestern University

 2014 - 2018

 Evanston, IL

SKILLS

- Python
- Power BI
- SAP BusinessObjects
- Trello
- MySQL
- COBIT
- AWS
- MicroStrategy
- Microsoft Project
- ITIL