

# ISABELLA BRYANT

## IT Analyst

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☎ (123) 456-7890

📍 Peoria, IL

🌐 [LinkedIn](#)

## WORK EXPERIENCE

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### 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

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Bachelor of Science

Computer Science

#### Northwestern University

📅 2014 - 2018

📍 Evanston, IL

## SKILLS

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