Tim Rishell

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A firm believer in the power of teamwork, inclusion, and transparent communication; I value shared knowledge to foster a collaborative work environment. As a patient and skilled trainer, I leverage effective communication techniques to convey information clearly and concisely.

EDUCATION

NCLab Northwest Missouri State University — **Remote**
Career Training Program — 03/2024 - Projected 10/2024
- Completed coursework that includes 4 capstone projects to help build fundamental and advanced concepts and knowledge suited toward a career in the Data Analytics industry.
- Acquired soft-skills training for problem-solving, critical thinking, professionalism, time management, attention to detail, perseverance, and adaptability, among others.
- Obtained Certifications with >90% score such as:
  - Data Analysis Certification - 20 Hour course on the fundamental concepts of statistics and data analytics.
  - Data Literacy Certification - 40 Hour course on spreadsheets, data security, and data management.
  - Data Visualization Certification - 20 Hour course on visualizing data through charts, tables, and graphs.
  - Advanced Spreadsheets Certification - 20 Hour course on XLOOKUP, SQL Queries, and Macros.

W3Schools — **Remote**
Web Accessibility Fundamentals Certificate of Completion (WCAG) — 2022
- Learned the foundations of web accessibility and practiced building websites to follow WCAG 2.1.

Codecademy — **Remote**
Building Websites from Scratch 10-week Intensive Certified Course — 2018
- Built 6 project websites using HTML, CSS, JAVASCRIPT, & Github to learn the foundations of programming websites on a local environment and how to deploy to servers and databases.

Petoskey High School — **Petoskey, MI**
Hospitality/Foodservice CTE — **Diploma**
- Studied culinary arts for 2 years while also learning the foundations of customer service, hospitality, food safety, and budget management. | Received CTE Certificate of Excellence for Hospitality/Foodservice

EXPERIENCE

ICF International — **Remote**
Data Processor — Contract-to-Hire | 07/2024-Present
- Reviewed and processed energy efficiency applications, following internal CDM procedures.
- Communicated with customers to resolve application issues, such as incorrect information or missing documentation, ensuring timely rebate processing.
- Handled escalated customer inquiries, providing expert resolution and customer support.

Brillient Corporation — **Lees Summit, MO**
General Clerk II - Government Contractor | Teamwork & Accomplishment Award 10/2023 — 09/2023 - 07/2024
- Delivered 100% accuracy in data entry tasks, guaranteeing the integrity and reliability of critical information.
- Maintained a security clearance for sensitive information for federal agencies.
- Performed duties such as: Data Entry Specialist, Records Processor, Information Verification Analyst

Aira Tech Corp — **Remote**
Visual Interpreter | Received letter of recommendation — 10/2022 to 07/2023
- Trained in communication techniques and attention to detail to act as a mobility assistance tool and to convey accurate descriptions of the surrounding environment and nearby activity to the visually impaired.
- Provided technical support for various computer systems and various electronic devices for the visually impaired.
- Maintained above 85% work efficiency rate, the highest on the team.

The Highlands at Harbor Springs, Ski & Golf Resort — **Harbor Springs, MI**
Zipline Guide & Guest Service Representative | Employee of the Month August 2019 — 12/2016 to 08/2020
- Demonstrated proficiency in conducting safety briefings and ensuring guest compliance with safety protocols related to Zipline and Segway activities, and maintained First-Aid/CPR certification during employment.
- Multi-tasked duties as a bartender, cook, and cashier simultaneously, alone at resort golf course shacks.
- Experienced in handling cash transactions, processing credit card payments, and maintaining accurate records using various point-of-sale systems for retail, ticketing, and food and beverage purchases.

SKILLS

- Google Sheets, Excel, SQL, Python, Hypothesis Testing, Data Cleaning, Statistical Analysis, Linear Regression