

Cody Klingmann

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WORK EXPERIENCE

Atrium Health

Account Administrator

Feb. 2021 – Present

Remote | Charlotte, NC

- Developed a procedural guide which boosted efficiency and resulted in 9% increase in ticket completions.
- Trained and coached new onboarding teammates to ensure seamless integration into the team and successful execution of their responsibilities
- Collaborate on creating detailed metric reports in ServiceNow.
- Created and oversaw a bi-monthly work schedule for my team, monitoring team member performance and providing support and guidance as needed.
- Executes password resets and provides user assistance for Active Directory-managed accounts.

Parks Alfa Romeo

Product Specialist

Aug. 2018 – July. 2020

Wesley Chapel, FL

- Counseled clients to find what best fits their needs.
- Acquires and maintains expert-level knowledge on all new vehicle makes and models
- Collaborates with Sales Managers to meet individual and department sales goals.
- Advises customers on vehicle selection, promotes model options and features, value-add products and services, and purchase and finance options in accordance with dealership policies.

SKILLS & CERTIFICATIONS

- **Skills:** SQL | Tableau | R language | Microsoft Excel | Data Visualization | Data Analysis | ServiceNow | Active Directory | MS Office 365 | Prioritization | Excellent communication
- **Certifications:** Google Data Analytics Professional Certificate (Nov. 2022) | Data Analysis with R Programming (Nov. 2022) | Share Data Through the Art of Visualization (Aug. 2022) | Process Data from Dirty to Clean (June. 2022) | Google IT Support Professional Certificate (Feb. 2021)

EDUCATION

Zephyrhills High School

Diploma

2012-2016

Zephyrhills, FL