

# David Brito, Jr

45067 W Desert Cedars Lane  
Maricopa, AZ 85139  
[David.Brito.Jr@gmail.com](mailto:David.Brito.Jr@gmail.com)  
609-234-3227

EDUCATION: Master of Data Science May 2023  
Eastern University - St, Davids, Pennsylvania **GPA: 3.967**

Bachelor of Business Administration May 2014  
Evangel University - Springfield, Missouri  
**Majors: Management/Marketing**

COMPUTER SKILLS: Mac/Windows OS - Python - R - SQL - Qlik - Tableau – Scikit Learn - TensorFlow - Keras - Flask - GitHub - Microsoft Office Suite - Adobe Acrobat Pro

SKILLS: Leadership - Communication - Problem Solving - Analytical - Collaborative - Adaptability - Training - Process Improvement - Planning - Quick Learner - Supply Chain - Customer Service - Salesforce

EXPERIENCE: Senior Product Support Specialist September 2021 – Present  
Donnelley Financial Solutions (Venue) - Remote  
• Same responsibilities as Donnelley job description below

Concierge Client Experience Representative December 2017 – September 2021  
ExponentHR - Dallas, Texas  
• Communicate effectively and efficiently with clients of varying titles and backgrounds  
• Create and manage case files for all reported client communication  
• Coordinate with internal teams to ensure issues are handled in a timely manner to promote client satisfaction  
• Train team members towards understanding of our product and processes  
• Produced many process improvement ideas that were implemented

Senior Product Support Specialist September 2014 – November 2017  
Donnelley Financial Solutions (Venue) - New York, New York  
• Efficiently work closely with Project Management and Sales Teams  
• Actively listen to client concerns to better understand and handle their needs  
• Investigate, and analyze issues while providing troubleshooting solutions  
• Technical testing of current product and future releases  
• Added responsibility of being archive specialist and test account security monitor  
• Maintained Customer Satisfaction rating of 98%  
• Reduced training time by 50% (Expected 3 months down to 1.5 months)  
• Bring understanding of the product and its processes to clients with limited technical understanding/background

LANGUAGES: Spanish, English

STRENGTHS: Restorative – Individualization – Developer – Focus – Competition  
Gallup's Strength Finder [www.strengthsquest.com](http://www.strengthsquest.com)

ACTIVITIES: Collegiate Football, PBL/Enactus (formerly SIFE), Intramural Sports, Softball Leagues,  
Volunteer Work