

DYLAN SAFIRO

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SUMMARY

Highly motivated student with a strong passion for learning. Proficient in a variety of technical tools such as Microsoft Office, SQL, and Tableau. Experienced in IT and customer relationship management through professional work experience. Recognized for professionalism and adaptability in managing independent/collaborative responsibilities.

EDUCATION

University of South Florida, Muma College of Business

BS in Business Analytics and Information Systems (GPA: 3.81)

Tampa, FL

Expected May 2026

EXPERIENCE

University of South Florida – IT Help Desk Technician

October 2024 – Present

- Provided Level 1 technical support to over 50,000 students, ensuring timely resolution of SLA agreements and maintaining high levels of customer satisfaction.
- Created extensive documentation of client processes, detailing critical information in Confluence knowledge bases.
- Utilized Jira and IAM tools to analyze and manage reports, achieving a 99.7% resolution rate in ticket handling.
- Collaborated with specialized IT teams to optimize process workflows, significantly enhancing client experience through effective communication and appropriate escalation.

Infotect Design Solutions – Summer Intern

June 2024 – August 2024

- Engaged in client-facing operations to spearhead summer promotional project, successfully upgrading 110 systems to Windows 11 and reducing total upgrade inventory by 20%.
- Maintained and monitored inventory database to ensure precise tracking of ongoing and completed system upgrades.
- Analyzed system configurations and past appointment data to identify trends in commonly reported ticket issues.
- Served as liaison for 14 organizations, increasing client confidence through technical consultation and support.

PROJECTS

COVID-19 Relational Database – Microsoft Excel, SQL Server, Tableau

2024

- Utilized Excel and SQL to create a COVID-19 relational database, executing JOIN and VIEW functions to identify the relationship between vaccination progression and mortality rates.
- Generated comprehensive reports and dashboards in Tableau, presenting detailed visualizations in vaccination coverage, mortality trends, and infection rates across various geographic regions.

Bike Sales Dashboard – Microsoft Excel

2024

- Executed filtering functions to organize 1000+ entries of customer information, incorporating pivot tables for key metric analysis and successfully identifying trends in purchasing behavior and customer demographics.
- Designed and implemented an interactive dashboard to visualize sales data and customer metrics, providing invaluable insights for informed decision-making and targeted sales growth.

Portfolio Website – HTML, CSS

2024

- Constructed a portfolio website to serve as an online directory for completed projects, enabling users to quickly navigate across different mediums of information.
- Implored HTML and CSS for front-end development, creating a dynamic experience for users through the inclusion of interactive features and responsive design elements.

SKILLS & TOOLS

Programs/Languages: Microsoft Office, Excel, Word, PowerPoint, SQL, Tableau, Jira, Confluence, Adobe Photoshop

Technical Skills: Data Analysis, Data Visualization, Customer Service, Information Reporting, IT/Help Desk Support

CERTIFICATIONS & AWARDS

Certifications: Google Data Analytics, Google IT Support, Google Project Management, IBM Cybersecurity Analyst

Awards: Bright Futures Scholarship Medallion Recipient