

DYLAN SAFIRO

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SUMMARY

Highly motivated student with a strong interest in government and client operations. Proficient in a variety of technical tools such as Microsoft Office, SQL, and Tableau. Experienced in IT and customer relationship management through the completion of internships and volunteering. Recognized for professionalism, adaptability, and strong analytical skills.

EDUCATION

University of South Florida, Muma College of Business

Tampa, FL

BS in Business Analytics and Information Systems (GPA: 3.76)

Expected May 2026

- **Coursework:** Professional Writing, AI & Analytics for Organizations, Operations & Supply Chain Management

EXPERIENCE

Infotect Design Solutions – Intern

June 2024 – July 2024

- Engaged in client-facing appointments to spearhead summer intern project, successfully upgrading 110 systems to Windows 11 and reducing total number of upgrades by 20%.
- Maintained and monitored inventory database to ensure precise tracking of ongoing and completed system upgrades.
- Conducted training sessions for non-technical users to discover common issues, decreasing follow-up requests by 25%.
- Served as a point of contact for 14 organizations, significantly increasing client satisfaction through effective communication and expert technical 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.

VOLUNTEERING EXPERIENCE

Life's Treasures Thrift Store – Volunteer Associate

September 2023 – December 2023

- Resolved customer inquiries and concerns, fostering positive experiences and maintaining high levels of satisfaction.
- Served as the dedicated IT technician, maintaining critical internal programs and devices for efficient workflow.
- Managed store inventory for 11 departments, ensuring a continuous and fresh supply of items on the sales floor.
- Completed clerical tasks such as data entry, answering phones, and transaction handling with exceptional service.

SKILLS & TOOLS

Programs/Languages: SQL, Microsoft Office, Excel, Word, PowerPoint, Python, Tableau, 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, Adobe Certified Associate in Visual Design Using Adobe Photoshop, IBM Cybersecurity Analyst

Awards: Bright Futures Scholarship Medallion Recipient