

# DYLAN SAFIRO

Tampa, FL • safirodylan@gmail.com • (813)-998-5319 • linkedin.com/in/safiro • dsafiro.github.io

## 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**

**Tampa, FL**

BS in Business Analytics and Information Systems

Expected May 2026

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

## EXPERIENCE

**University of South Florida – Help Desk Technician**

**October 2024 – Present**

- Provided in-person technical support to over 50,000 students, ensuring timely resolution of tickets and maintaining high levels of customer satisfaction.
- Diagnosed and troubleshooted common issues across multiple platforms, including Windows, Mac, iOS, and Android.
- Utilized Jira and Confluence to analyze and manage reports, achieving a 99.7% resolution rate in ticket handling.
- Implemented multifactor authentication measures for students and faculty, enhancing account security and reducing unauthorized user access.

**Infotect Design Solutions – Summer Intern**

**June 2024 – August 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 confidence 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 explore project descriptions, view associated media, and contact for further 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:** SQL, Excel, Word, PowerPoint, Microsoft SQL Server, Jira, Tableau, Python, Photoshop

**Technical Skills:** Agile, Data Analysis & 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