

# Daniel Byrd

*Software Engineer, Data Analyst, Help Desk Analyst*

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## SUMMARY

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A junior analyst and programmer with several years of experience in a wide variety of programming languages and tools. Able to quickly identify valuable insights and make connections from any sources. I am able to quickly adapt to any scenario or challenge, and excel in it at a rapid pace. A motivated self-starter, actively working to improve my own skills and learning new technologies. You can see the projects I have worked on both personally and professionally over at <https://daniel-byrd.github.io/Portfolio-DB/>

## EXPERIENCE

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### Pomeroy Technologies

January 2020 – October 2023

#### Service Desk Analyst

- Resolved over 10,000+ technical issues for UMB Bank, boosting client satisfaction and maintaining high SLA compliance.
- Developed an incident documentation tool that automated work note creation, reducing ticket resolution time by 15%.
- Provided technical support for operating systems, proprietary software, and custom applications.

### Budget Ninjas LLC

July 2018 – October 2019

#### Computer Programmer Intern

- Assisted in modernizing company website using ASP.NET and C#, enhancing user interface and backend efficiency
- Designed and implemented SSRS reports to streamline operational data access and improve decision-making

## EDUCATION

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### Greenville Technical College

2019

Associates in Applied Science; Major in Computer Technology

Awards: Dean's List (multiple), President's List (multiple)

### Coursera

2024

IBM Data Analyst Certification

### Other

Coursera – IBM Data Analyst Certification

2024 - 2025

YouTube Training – Power BI Training

LinkedIn Learning – SQL Optimization

## PROJECTS

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### Updated Portfolio Page

2025

- Goal was to re-create my portfolio page using React, while updating the visuals using Bootstrap and other modern standards
- Created a react application with 5 pages, with each page achieving an import function that would be needed within a portfolio, porting all relevant information from the previous portfolio site to the new standard site
- Created a process for standardizing elements within the portfolio site to allow for consistent rendering and appearance

### Find Luigi AI Analysis

2025

- Goal was to train an AI model to play the "Wanted" mini-game from New Super Mario Bros DS
- Created a program that allowed for the automatic generation of images in a similar style to what is found in the game (Taking special consideration to ensure that each image is valid and that no garbage data is being fed into the system)
  - Achievement: Was able to create over 10,000 images with automatic labeling, which would facilitate rapid training of the AI model
- Trained an AI model to learn from these images and detect the wanted target even with partially obscured

## Elden Ring Item Dashboard

2024

- Goal was to create a detailed dashboard documenting key information of several items found in the game Elden Ring, information was web scraped and then compiled into a dashboard in Power BI
- Created 6 detailed and organized pages, each page focusing on a key section of information and constructed several charts and graphs using information further gathered via DAX
  - Achievement: Was able to identify key insights that would have been missed without detailed analysis, identifying patterns not covered before by the community

## TF2 Map Analysis

2024

- Goal was to create a detailed dashboard studying various aspects of the maps found in the game Team Fortress 2
- Created a system that allowed me to web scrape data directly from the official wiki, which would then be parsed into a dataframe inserting other data gathered from both external sources and manual documentation
- Created several interactive and scalable graphs detailing differences in map size and community involvement

## Work Notes Template Generator

2020

- Goal was to create an application to assist in the rapid creation of work notes that would be used on every incident and to also create a space where notes on calls can be taken in the same area
- Created a program in HTML using JavaScript that had several fields ready to be filled out throughout the course of a call, with a space for taking work notes as the call continued
- Imported several pre-made notes on some of the more common issues into the work note section, and added a few drop-downs to quickly find the relevant notes
  - Achievement: Made this system modular, allowing for the addition of new note templates in the future

## OTHER

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- **Technical Skills:** Microsoft Office, Python, R, SQL, Power BI, Looker Studio, ServiceNow, Active Directory, Windows, Cisco, IOS Troubleshooting, Android Troubleshooting, Network Troubleshooting
- **Soft-Skills:** Multi-Tasking, Time Management, Presentation, Problem-Solving, Communication, Troubleshooting