

Daniel Byrd

Data Analyst, Computer Programmer, Help Desk Analyst

864-363-7021 | daniel.byrd1999@gmail.com | Taylors, SC, 29687 | <https://www.linkedin.com/in/daniel-byrd-090004170/>

SUMMARY

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

Pomeroy Technologies

January 2020 – October 2023

Service Desk Analyst

- **Duty:** Assisted UMB Bank with numerous technical issues ranging from basic operating system issues to complex, program-specific issues.
- **Achievement:** Resolved over 10,000 technical issues for the client, enhancing client satisfaction and support quality.
- **Achievement:** Created a program designed to generate incident descriptions and work notes, with a section to access pre-made work notes for common issues

Budget Ninjas LLC

July 2018 – October 2019

Computer Programmer Intern

- **Duty:** Assisted web development team with modernizing their website using ASP.net and C#, helping create and improve multiple key pages
- **Achievement:** Created SSRS reports to help ease operations and allow gathering of key information used for operations

EDUCATION

Greenville Technical College

2019

Associates in Applied Science; Major in Computer Technology

- **Awards:** Dean's List (gotten multiple times), President's List (gotten multiple times)

Coursera

2024

IBM Data Analyst Certification

Other

2024 - 2025

Power BI Training (YouTube)

SQL Optimization (LinkedIn Learning)

PROJECTS

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

OTHER

- **Technical Skills:** Microsoft Office, Python, R, SQL, Power BI, Looker Studio
- **Soft-Skills:** Multi-Tasking, Time Management, Presentation, Problem-Solving, Communication, Troubleshooting