

Daniel Byrd

Technical Support, Computer Program, Data 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. Assisted associates with a wide variety of technical knowledge and skill.
- 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

2017 - 2019

Associates in Applied Science; Major in Computer Technology

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

Coursera

2023 - 2024

IBM Data Analyst Certification

Other

2024 - 2025

Power BI Training (YouTube)

SQL Optimization (LinkedIn Learning)

PROJECTS

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

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
 - Achievement: Web scrape process automates both the gathering and cleaning phase, combing it with a custom-made table to include additional information, the results of which is stored in a single dataframe
- Created several interactive and scalable graphs detailing differences in map size and community involvement

OTHER

- **Technical Skills:** Microsoft Office, Service Now, Active Directory, Windows, Cisco, IOS Troubleshooting, Android Troubleshooting, Networking Troubleshooting
- **Soft-Skills:** Multi-Tasking, Time Management, Presentation, Problem-Solving, Communication, Troubleshooting