Daniel Byrd

Data Analyst, Computer Programmer, Help Desk Analyst

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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   **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

PROJECTS

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

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

OTHER

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