Dixie Korley

Data Analyst

I am a Help Desk Technician seeking a Junior Data Analyst position to leverage analytical skills, programming knowledge, and deep interest in data analysis to drive success in a dynamic organization.

CONTACT

Plainfield, New Jersey

962-279-8959

Dixie korley@gmail.com

EDUCATION

Bachelor of Arts in English, Minor in Management, Rutgers University, 2015 Associate of Science in Business Administration, Essex County College, 2011

EXPERIENCE

IT Help Desk Technician | Public Enterprise Service Group | [City, State] | [Dates]

Provided technical support to employees by troubleshooting hardware and software issues, ensuring minimal downtime and maximum productivity.

Responded to help desk tickets, resolving technical problems, and escalating issues when necessary to maintain efficient operations.

Assisted in the setup and configuration of computer systems, software installations, and network connectivity.

Conducted user training sessions to improve technology literacy and maximize user productivity.

IT Help Desk Technician (Contractor) | Workforce Opportunity Services | [City, State] | [Dates]

Delivered technical support services to end-users, resolving hardware, software, and network-related issues to ensure smooth operations.

Assisted in the deployment of new hardware and software systems, ensuring proper installation and functionality.

PROFESSIONAL DEVELOPMENT Completed a comprehensive three-month training program with [Company Name], acquiring skills in CompTIA A+, Microsoft 365, and introductory networking concepts. Gained proficiency in troubleshooting hardware and software issues, enhancing technical support capabilities. Developed a strong foundation in managing Microsoft 365 applications and services. Acquired knowledge of networking fundamentals, including TCP/IP, DNS, and network protocols.	Collaborated with cross-functional teams to troubleshoot complex technical problems and implement effective solutions.
SKILLS SQL PowerBI Microsoft Excel Technical Support CERTIFICATIONS CompTIA Data+ (In Progress)	Projects: Developed a Python script to automate data extraction and analysis, resulting in a 50% reduction in manual effort and increased efficiency. Created SQL queries to extract and analyze data from databases, generating insightful reports for decision-making purposes. Collaborated with a team to implement a PowerBI dashboard for visualizing sales data, providing stakeholders with real-time insights into performance metrics.

CYNTHIA HOLMER

SQL Data Analyst

CONTACT

Brooklyn, NY

(123) 456-7890

cynthia.holmer@gmail.com

EDUCATION

B.S.
Statistics
Rutgers   University
New Brunswick, NJ
/ September 2010 - April 2014

SKILLS

Tableau Desktop, Tableau Server
SQL (Postgres, Redshift, MySQL)
PL/SQL
Triggers, stored procedures, views
MS Excel

WORK EXPERIENCE

SQL Data Analyst

Newsela / May 2018 - current / New York NY

- Worked across marketing and product business units to build out the reporting infrastructure in Tableau from the ground up
- Automated the processing of billions of rows of transactional data from Redshift and Postgres to improve real time reporting of product metrics saving the company $273,000 annually in reduced downtime
- Created interactive cohort analysis report in Tableau Server for the product team with global filters and parameters that helped improve monthly retention by 17% for a specific customer segment
- Used stored procedures, triggers, and views to provide structured data to business units by combining millions of rows of data from 19 disparate data sources

SQL Data Analyst

Mint / August 2016 - May 2018 / New York NY

- Automated a report for the sales team using filters, parameters, and calculated sets that automatically qualified sales leads resulting in a lift in conversion rate of 27%
- Built robust forecasting using parameters, trend lines, and reference lines that were reported directly to Wall Street for quarterly earnings reports saving 42 hours of manual work each quarter
- Implemented security guidelines by using user filters and row-level security reducing private data exposure by 72%

Business Intelligence Intern

KPMG / August 2014   August 2016 / Washington DC

- Utilized C++ to process large streaming datasets and improved ingestion and processing speed of that data by 87%
- Worked with client to understand business needs and translate those business needs into actionable reports in Tableau saving 16 hours of manual work each week
- Built basic ETL that ingested transactional and event data from a web app with 10,000 daily active users that saved over $85,000 annually in external vendor costs