|  |  |
| --- | --- |
| 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 | EXPERIENCEIT 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.  Collaborated with cross-functional teams to troubleshoot complex technical problems and implement effective solutions. |
| 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 |
| 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. |
| SKILLS | 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. |
| SQL  PowerBI  Microsoft Excel  Technical Support |
| CERTIFICATIONS |
| CompTIA Data+ (In Progress) |

