

Erik Sierra

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WORK EXPERIENCE

First Solar

IT Business Intelligence and Data Services intern

July 2024 – Present

- First Solar is a solar technology company that develops and manufactures solar panels.
- Optimized SQL databases, supported ETL processes, and developed Power BI reports to enhance data insights
 - **Key Results:** Supported the Tableau-to-Power BI migration, saving \$100,000 annually
- **Tools:** SQL Server, SSMS, Power BI, Microsoft 365, Azure Data Studio

IT Cybersecurity Intern

April 2024 – July 2024

- Optimized cybersecurity operations by automating monitoring, reporting, and remediation workflows.
 - **Key Results:** Automated threat containment with Python, reducing manual effort by 100+ hours.
- **Tools:** CrowdStrike, Python, GitHub

IT Service Desk Intern

Jan 2024 – Apr 2024

- Provided technical support for Windows applications, set up IT infrastructure for manufacturing startups. Efficiently resolved service desk tickets.
 - **Key Results:** Created documentation for setup and troubleshooting processes. Supported startup manufacturing facilities for First Solar
- **Tools:** ServiceNow, VMware, Active Directory, Windows OS

Kroger

E-Commerce Supervisor

May 2022 – Dec 2022

- Led a team of 20+ employees, managing daily operations while aligning with sales objectives and budgets
 - **Key Results:** Achieved the shortest customer wait time in district and developed an Excel-based solution for grocery inventory tracking.
- **Tools:** Power BI, Excel, Microsoft 365

Other Work Experience

Nov 2019 – Dec 2023

- Held various roles in retail and manufacturing, gaining experience in communication, teamwork, problem-solving, and customer service.

EDUCATION

Southern New Hampshire University

Graduation: May 2025

Bachelor of Science in Computer Science

- **GPA:** 3.5

CERTIFICATIONS, SKILLS & INTERESTS

- **Certifications:** Certification in Introduction to Computer Science (SNHU)
- **Skills:** Data Reporting & Visualization, Azure Data Architecture, Data Analysis, communication, time-management, collaboration, problem-solving, critical thinking
- **Interests:** Photography, video games, cars, exercising, watching TV, football