

Gabriel Davis

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OBJECTIVE

Dedicated IT professional holding a bachelor's degree in IT Management and a proven track record in data analysis and technical support roles. Passionate about harnessing technology to drive efficiency, solve complex problems, and deliver data-driven insights. Eager to leverage a comprehensive skill set and hands-on experience to contribute to a dynamic and forward-thinking organization.

PROFESSIONAL EXPERIENCE

PGA TOUR

Jacksonville, Florida

Data Analyst

2023-Present

- Orchestrated accelerated data processing by 25% through the strategic application of advanced Excel functions and formulas, assuring data accuracy and quality.
- Collaborated seamlessly within cross-functional teams to enhance data extraction strategies, yielding a 15% increase in project efficiency.
- Employed Python scripting to architect and execute automated data collection and sanitation processes, achieving a remarkable 30% reduction in manual data entry errors and a substantial enhancement in data accuracy.
- Utilized advanced Excel functions, Python scripting, and cross-functional collaboration to enhance data processing, extraction, and accuracy.

TRANSCOR DATA SERVICES

Jacksonville, Florida

Data Analyst

2022-2022

- Preserved a 98% data accuracy rate across development, production, and pre-production environments, upholding data integrity.
- Generated weekly reports for prominent bus companies such as Peter Pan, Greyhound, and Burlington Trailways, enriching the basis for informed decision-making.
- Designed and executed Power Automate and Python scripts for data entry and sanitation automation, encompassing the creation of bespoke scripts for web scraping and data transformation tasks.
- Ensured data accuracy and integrity, produced informative reports for key clients, and developed data automation scripts.

VIDEO GAME RESCUE

Jacksonville, Florida

Head of Technical Support

2019-2022

- Attained a 50% reduction in repair times, optimizing Point of Sales systems and technical support processes.
- Conducted comprehensive root cause analysis of technical issues, pinpointing the most effective course of action, proactively proposing, and implementing solutions, and promptly escalating situations when necessary.
- Led the development of functional and technical designs for system modifications and new processes, ensuring that decisions align with both current and future business strategies.
- Optimized technical support processes, conducted root cause analyses, and led system modification initiatives.

Manager

- Consistently surpassed monthly sales goals by 40%, showcasing strong sales acumen and customer relationship-building skills.
- Provided effective leadership as Manager on Duty, enhancing team performance, and ensuring smooth daily operations.
- Demonstrated excellent verbal and written communication skills.
- Achieved and exceeded sales targets, provided leadership, and demonstrated strong communication skills.

PRAGMATIC WORKS

Jacksonville, Florida

Report Developer

2017-2017

- Streamlined workflow processes by harnessing Power BI and Microsoft Azure, fostering data-driven decision-making.
- Optimized workflow processes using Power BI and Microsoft Azure for data-driven decision-making.

EDUCATION

FLORIDA STATE COLLEGE AT JACKSONVILLE

Bachelor in IT Management

Jacksonville, Florida

2019-Aug,2023

ADDITIONAL INFORMATION

- Program Management: SDLC (Software Development Life Cycle), Resource Planning, Jira, Scrum
- Technical Skills: Python, Java, Microsoft Azure, Microsoft SQL Server Integration Services (SSIS), Amazon Web Services (AWS), Microsoft Power BI, SaaS