

Gabriel Davis

Jacksonville, Florida • gabe.x.davis@gmail.com • + 1 (904) 742-1630

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

- Accelerated data processing by 25% through the strategic use of advanced Excel functions and formulas, ensuring data accuracy and quality.
- Collaborated within cross-functional teams to optimize data extraction strategies, resulting in a 15% increase in project efficiency.

TRANSCOR DATA SERVICES

Data Analyst

- Maintained a 98% data accuracy rate across development, production, and pre-production environments, ensuring data integrity.
- Produced weekly reports for major bus companies, including Peter Pan, Greyhound, and Burlington Trailways, contributing to informed decision-making.

VIDEO GAME RESCUE

Jacksonville, Florida

Head of Technical Support

2019-2022

Manager

- Achieved a 50% reduction in repair times, optimizing Point of Sales systems and technical support processes.
- 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.

PRAGMATIC WORKS

Jacksonville, Florida

Report Developer

2017-2017

- Streamlined workflow processes by harnessing Power BI and Microsoft Azure, facilitating data-driven decision-making.

EDUCATION

FLORIDA STATE COLLEGE AT JACKSONVILLE

Jacksonville, Florida

Bachelor in IT Management

2019-Aug,2023

ADDITIONAL INFORMATION

- Program Management: SDLC (Software Development Life Cycle), Resource Planning, Jira
- Technical Skills: Python, Java, Microsoft SQL Server, Amazon Web Services (AWS)