# 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**                                                                                                              **Aug 2023-Present**
- Orchestrated accelerated data processing by 25% through the strategic application of advanced Excel functions and formulas, assuring data accuracy and quality.
- 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.
- Employed SQL queries to ascertain the data integrity of collected information.

**TRANSCOR DATA SERVICES**                                                                          **Jacksonville, Florida**
**Data Analyst**                                                                                                              **April 2022-Nov 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**                                                                                  **July 2019-Jan 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**                                                                                                      **June 2017-July 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**                                              **Jacksonville, Florida**
*Bachelor in IT Management*                                                                                   **Aug 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