Joseph Glogowski

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Data Analyst

Professional Summary

- 3 years of professional tech experience in roles such as Tech Support Intern and Web Developer Intern, specializing in programming, web development, and data analytics to deliver technical solutions across diverse sectors.
- Dedicated to continuous learning and growth, regularly earning certificates and working on personal projects to stay ahead in the ever-evolving tech field.
- Strengthening soft skills by attending networking events and actively engaging on LinkedIn to build connections and stay informed on industry trends
- Committed to a long-term career in technology, with a passion for solving problems through innovation and technical expertise.
- Applied data analysis techniques to extract insights, improve decision-making, and support business objectives using tools like IBM Watson Studio and SQL.

Tech Stack & Skills

Languages:	**Python, SQL, C, C++, C#, Java, HTML, CSS, JavaScript, React, Tailwind**
Operating systems:	**Windows, Linux (Ubuntu, Debian, Mint)**
Software, Application & Tools:	**IBM Watson Studio, IBM Cognos Analytic, Jupyter Notebook, Google Collab, Microsoft Office and Advanced Excel, Azure Sandbox, RDMS, SQLite, MySQL, GitHub, Visual Studio Code, Visual Studio, Android Studio**
Databases:	**My SQL, PostgreSQL, phpMyAdmin**
Cloud Computing:	**Microsoft Azure, IBM Cloud**
Project Management:	**Agile, Waterfall, Scrum, Kanban, Trello**
Skills:	**Data Wrangling and Pre-Processing, Data Cleaning, Data visualization and dashboarding, Statistical analysis, Linear regression, Data prediction, Storytelling, Web scraping, Time Management, Teamwork, Creativity, Networking, IT Support, Version Control, Arduino, and IoT Development**

Projects

Sports Result Prediction Project   **12/2024 - Current**

- Developed a machine learning model in Azure ML Studio to predict sports outcomes using match data and team statistics.
- Captured the workflow from data collection to model evaluation and displayed predictions in Excel dashboards

Online Portfolio   **08/2024 - Current**

- Earned an online React certificate and used the skills to create a portfolio showcasing my projects and skills.
- Enhanced the portfolio using features like dynamic navigation and responsive design to improve user experience.

Smart Plant Monitoring System   **01/2024 – 04/2024**

- Led a team to build a Smart Plant Monitoring System using Arduino and IoT, with weekly scrum meetings.
- Created a mobile app in Android Studio to show plant health data in real-time and display trends over time.

Education & Certifications

Junior Data Analyst Program   **11/2024 - 03/2025**

NPower Canada| Halifax, Nova Scotia

- Microsoft Azure AI-900 Certificate
- IBM Data Analyst Professional Certificate

IT Programming Diploma   **09/2022 – 04/2024**

NSCC | Lawrencetown, Nova Scotia

- Gained experience in writing SQL queries, developing applications with Python, C, C++, Java, and C#, and designing web applications with HTML, CSS, and JavaScript to improve data management, programming fundamentals, and front-end development skills.

Professional Experience

Technical Support Representative   **10/2024 –Current**

Eastlink | Halifax, Nova Scotia

- Provided first-level technical support to resolve customer issues related to internet, cable, and phone services, ensuring high levels of customer satisfaction.
- Documented and tracked customer interactions and technical issues in the ticketing system, ensuring accurate records and seamless handoffs to other teams.
- Monitored network performance and reported outages, proactively addressing customer concerns and coordinating with field technicians as needed.

Tech Support Intern   **06/2024 – 09/2024**

Armco Capital Inc | Halifax, Nova Scotia

- Merged data from old ticketing systems into a single database, making valuable historical information accessible to current employees and ensuring seamless continuation of data management.
- Tested and evaluated outdated laptops, salvaging reusable parts to reduce costs and improve resource efficiency for future device repairs.
- Wiped and installed new operating systems on laptops with functional hardware, preparing them for immediate use and improving overall system performance.
- Provided basic technical support by troubleshooting account setup issues, resolving printer problems, and assisting employees with everyday technical challenges, ensuring smooth operations across the company

Web Developer Intern   **04/2024 – 05/2024**

Kentville Multicultural Festival Society | Kentville, Nova Scotia

- Designed and developed a website, incorporating multimedia and forms to enhance user engagement, while ensuring the final product met all required specifications while allowing room for my creative input.
- Built a database to efficiently collect, organize, and display sponsor, vendor, and volunteer information, ensuring the data was easily accessible and exportable for future use.
- Created detailed how-to guides at the end of the internship, allowing future team members to easily understand the website's structure and make changes or updates with minimal guidance.

Tech Intern   **04/2024 – 05/2024**

Computerized Business Solutions | Kentville, Nova Scotia

- Assisted in the development of an online course, taking on additional tasks from coworkers to ease the workload and speed up the development process, contributing to a faster project completion.
- Migrated and reformatted an outdated website, converting and structuring old data into a more presentable, user-friendly format, significantly improving the design and flow of the site.
- Tested and evaluated various tools and extensions, assessing their impact on the project, and selecting the most effective options to enhance the development process and final product.