

Jake Smith

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EDUCATION

Texas A&M University

Bachelor of Science in Managerial Information Systems

Cumulative GPA: 3.6

College Station, Texas

May 2019

PROFESSIONAL EXPERIENCE

Travis County

Business Intelligence Developer

Austin, Texas

October 2021- Present

- Architected data warehouse to efficiently process data and increase performance of reporting and analytics
- Design and build ETL pipelines to migrate data from multiple data sources to the data warehouse
- Develop, deploy, and monitor packages to automate and improve current business processes
- Create, publish, and maintain Power BI dashboards to modernize daily operations and assist leadership in making data driven business decisions
- Administer database by scheduling backups and jobs, overseeing security, and running updates
- Provide application support to business users to maintain daily operations
- Deliver technical and data driven solutions

Cerner Corporation

Technical Solution Analyst

Kansas City, Missouri

July 2019- October 2021

- Partnered directly with clients to provide advanced Tier 3 technical support for Cerner Millennium software
- Performed testing and troubleshooting on service requests by reviewing and modifying HTML and querying databases
- Communicated with clients via phone and email to suggest workflow and configuration improvements
- Prioritized and managed requests to deliver resolutions in a timely manner based on urgency and clinical impact
- Documented new innovations and solutions for the team to reference in the future to better serve clients

MDxI

Internship

Dallas, Texas

May 2018- August 2018

- Conducted custom research on hospital systems to gather medical details that increased data mining capabilities
- Established spreadsheets and reports that will be used in MDxI's newest database product
- Collaborated with senior members on weekly reports and presentations
- Collected accurate information about each laboratory and its specifications in the US

SKILLS & ABILITIES

- T-SQL
- Data Analytics
- Microsoft BI
 - SSIS
 - SSRS
 - SSMS
- Power BI
- Python
- Database Management
- Technical Troubleshooting

RELEVANT COURSEWORK

- Fundamental of Information Systems
- Programming Logic and Design
- Network Communication and Infrastructure
- Database programming
- Management Information Systems
- Business Systems Analysis and Design

CERTIFICATIONS

- Microsoft Certified: Azure Data Engineer Certificate— *in progress*