

## Luke Tozier

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### Summary

Detail-oriented technical professional with over 7 years of high-level management and communication experience. Areas of expertise include cleaning/processing large sets of data, identifying business problems or management objectives, and creating visualizations to convey the results of data analysis.

### Technical Skills

**Strong Proficiency:** Excel, SQL, R, Python, Tableau

**Moderate Proficiency:** C++, MATLAB, HTML/CSS/PHP, JavaScript

**Operating Systems:** Windows, MAC OS, Linux

**Other skills:** Graphic Design, Media Production, Web Development, Marketing

**Certifications:** [Google Data Analytics Certificate](#), Coursera, November 2022

### Professional Experience

#### United Parcel Service

Brewer, ME

#### Operations Management Specialist

7 years

- Developed many reports and tools to process and visualize data daily, presenting findings to management.
- Decreased local sort labor costs by 22% by creating process improvement tools through data reporting resulting in increased employee productivity.
- Spearheaded communication between union, management, and outside parties.

#### OpenTable

Orono, ME

#### Technical Support Specialist

5 years

- Monitored inbound calls and customer support tickets to ensure problems were solved in a timely manner
- Acted as a “point of contact”, providing support for coworkers and running reports for upper management, ensuring a smooth workflow
- Provided high level technical networking support for some of the biggest restaurants around the world

### Education

#### UNIVERSITY OF MAINE

Orono, ME

- Received credits towards a BA in New Media
- Credited courses include C++, Graphic Design, and Communication

3 years

#### PENOBSCOT VALLEY HIGH SCHOOL

Howland, ME

- Graduated top 5 in class
- Member of National Honor Society (NHS)
- Spent a year in Northern Penobscot Tech Region 3 vocational school studying media production

4 years