

Luke Tozier

Bangor, Maine 04401 • LTozier3@gmail.com • (207) 605-6151 • [Personal Portfolio](#) • [LinkedIn](#)

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

Travel, Unemployed

- Broadened my horizons by taking an opportunity to travel and experience other countries. 2019 - 2022
- Developed a moderate ability in Spanish during this time.

United Parcel Service

Brewer, ME

Operations Management Specialist

2012 - 2019

- 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

2011-2013

- 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 2008-2011
- Credited courses include C++, Graphic Design, and Communication

PENOBSCOT VALLEY HIGH SCHOOL

Howland, ME

- Graduated top 5 in class 2004 - 2008
- Member of National Honor Society (NHS)
- Spent a year in Northern Penobscot Tech Region 3 vocational school studying media production