

## Projects

### Professional:

#### VBA

*Master User Maintenance File*, Microsoft Excel

- Centralized file for agent data
- Dynamically updating
- Formulaic data flow
- Optimized maintenance points
- User friendly documentation
- Utilized across multiple departments
- VBA error handling & Formatting

#### SQL

*Ad Hoc Report Templates*, CRM (Astute EPC)

- Created dynamic SQL Statements
- Database searches
- Joined multiple tables of the database
- Joined on hierarchy
- Monthly and Weekly reports

#### C#

*Call Center Scripting*, InContact Studio

- Created prompts
- Dynamic TTS Prompts
- Implemented API Requests
- Prioritized path/script for reporting

### Personal:

#### Python:

*Notifications*, PyCharm & Python 3.8

*File Organizer*, PyCharm & Python 3.8

*Snake*, PyCharm & Python 3.8

## Work Qualities

- Code Documentation
- File Organization (Python)
- Task Management (Outlook)
- Time Management (Toggl)
- Easy Collaboration
- Project Documentation (OneNote)
- Project life cycle experience
- Reliable & Accurate

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## Education

**Eastern Illinois University, Charleston, IL**

08/16-12/18

*Bachelor of Science, Management Information Systems*

- AACSB Accredited

**Illinois Valley Community College, Oglesby, IL**

08/14-05/18

*Associate of Science*

## Experience

**Aldi US Contact Center, St. Charles, IL**

04/19-Current

*IT Specialist*

12/19-Current

*Systems and Data Analyst*

04/19-11/19

- Ad Hoc Reporting
- Contact Center Scripting
- CRM Backend
- Data Cleansing & Analysis
- Database Management
- Office Troubleshooting
- Shared Inbox Duties
- User Maintenance
- VBA & SQL Intensive Projects

## Skills

- C# (Exposure)
- CSS
- Customer Service
- Data Analysis
- Debugging
- Defining Requirements
- Establishing Procedures
- HTML
- Hardware Troubleshooting
- Python (Exposure)
- SQL
- VBA

## Familiar Programs/Tools

- Access
- BI Tools (Tableau, XL Miner)
- CRM (Astute EPC)
- Dreamweaver
- Excel
- GitHub
- MS SQL Server
- Notepad++
- OneNote
- Oracle
- Outlook
- PowerPoint
- Python 3.8
- Remote Access (VMware)
- SharePoint
- Toggl
- Visio
- Visual Studio

