♦ **Justin Hartman** ♦     ♦ **jdhartman3@mail.usf.edu** ♦ **Tampa, FL**

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JH

## Career Objective

Seeking a position where I can use my skills in Customer Service, Analytics, and Coding as a Data analyst.

## Work Experience

♦ <u>Global Systems Administrator</u> — **Nielsen**, Oldsmar FL.                  August 2018 – Present
- Specialized in Global Account Management for Nielsen Client Helpline.
- Worked extensively with Salesforce, Jira, and ServiceNow picking up customer support requests.
- Completed over 2000 requests in my time at Nielsen, with knowledge of Nielsen products.
- Worked as a key account employee for Kraft, Mondelez, and P&G .


♦ <u>Interim</u> — **Creative Financial Staffing**, Tampa, FL.                  May 2018 – July 2018
- Contracted out to the Accounts Payable Department at Beltram Restaurant Equipment.
- Scanned, sorted, and uploaded over 5000 invoices.
- General knowledge of the TRX Enterprise software program.


♦ <u>QSR Seasonal Cast Member</u> — **Walt Disney Company**, Lake Buena Vista, FL.     June 2017- Jan 2019

- Fulfilled food and beverage orders for 1000's of guests daily from behind the counter.
- Worked at Cosmic Rays, which is one of the busiest restaurants in the world.
- Stocked and prepared an assortment of food.
- Interacted with 100's of guests by giving them directions, advice, and great service.

## Education

♦ Attend the **<u>University of South Florida in Tampa, Florida.</u>**                  2016 – Present
- Expected bachelors in science for <u>Business Analytics & Information Systems</u>.     Expected 2019
- Treasurer of the Sigma Pi Fraternity, handling a budget of $26,000.
- Help raise $5300 for the Humane Society as part of our Dog Days Philanthropy.
- An active member of the USF Ultimate Frisbee Club.

## Skills

Programming languages:
- **Python** – Still in the process of learning, and so far have learned list, sets, dict's, if/else, loops, return statements, extraction of excel data, import data file and loading a SQL db.
- **C#** – Knowledge of how to build & code a GUI, iterations, and conditional statements.
- **HTML/JavaScript** – Created websites in HTML and have applied JavaScript elements to the webpages.

Database:
- **MySQL** – Advanced knowledge of how to create an ERD, EERD, Relational Schema, Data Dictionary, building a functional database, table views, joins, SQL queries, and reports.
- **Visual Studio SSDT BI** – Functional knowledge of the ETL process with the ability to extract data from a file, transform data to fit the needs of the user, and load the data into a database.

Data Visualization:
- **Tableau** – Knowledge of how to take data set and break it down through visualization to gain insights.