

NUWANGA WANAGURU

(248)-679-6701
nuwanga.wanaguru@gmail.com
www.nuwangawanaguru.com
29075 Heritage Ln, Southfield MI 48076

Summary

In search for a full-time position in the business IT field that utilizes process analysis and development to improve the organizations productivity

Education

BS MANAGEMENT INFORMATION SYSTEMS - Michigan Technological University

Fall 2018

Affiliations

Student Enterprise IT Oxygen
Society of Hispanic Professional Engineers (SHPE) Vice President 2015

Skills

Data Analysis

SQL querying, Data Cleaning, Database setup
Dashboarding, Trifacta, Tableau

Programming

Java, C, HTML, JavaScript

Microsoft Office

Visual Basic, Access, Microsoft Suite, Visio,
Excel Solver

Systems Analysis

System Development Lifecycle, Scrum, Agile

IT Services

Desktop/Laptop/Cell Phone Repair and
assembly, Documentation, AD, SCCM

Experience

LAKE TRUST CREDIT UNION – Brighton, MI

Summer 2018

Lake Trust Credit Union is one of the top 10 credit unions in Michigan with over \$1.9B in assets

Desktop Support

- Completed three branch PC refreshes, inventory management, and pre-deployment preparations.
- Collaborated with Information Service engineers to resolve system level issues and provided one-on-one support to staff.
- Performed remote support, group policy administration, inventory management, patch management, and security compliance.
- Presented a summary to the CEO and leadership that measured overall impact towards the company and community.

THE SENIOR ALLIANCE (TSA) - Wayne, MI

Summer 2017

TSA is a non-profit 501(c)(3) agency that provides a network of services to senior citizens

Data Analyst

- Developed a dashboard that incorporated a diverse array of data from each department through the use of SQL queries and individual consultations.
- Organized large quantities of data by using Microsoft Excel, Access and Oracle databases that comprised of over 10 thousand rows and columns.

MICHIGAN TECH - Houghton, MI

Fall 2016

MTU IT handles over 500 tickets weekly with a small, experienced team of students

IT Operations

- Repaired computers by performing diagnostics and created detailed documentation for process traceability.
- Handled the recycling and disposition process of over 300 computers and obsolete technologies.
- Provided Windows, Mac, and Linux imaging using respective industry standard software.

STANDARD AERO - Cincinnati, OH

Summer 2015

StandardAero is one of the largest maintenance and repair companies in the aerospace industry with over 6000 employees

Desktop Services Technician/Data Analyst

- Reduced customer wait times by automating the process of giving clients quotes based on specific repairs and engine parts through data acquisition from a centralized database to a local onsite server for faster-querying speeds.
- Performed data migration, diagnostics, trained and supervised other interns. Mass factory wide desktop/laptop refresh of over 300 PCs, Hardware/Software support, Electronics recycle and donations.
- Performed a time and cost analysis on over 10,000 different parts and processes and presented finding to the Director of IT.
- Designed an interactive UI for the clients to use through Access.