# K.Mens

# SKILLS

**Administrative**: Microsoft Office, Google Suite, RTG Bullhorn, ITIL, Process Redesign, Change Management

**Graphic Design:** Adobe XD, Figma, Google Site Maps, Adobe Creative Suite, Visual Studio, Tableau

**Analytics:** Microsoft Office Excel, R, R Studio, Data Cleaning, SQL, SQL Server, MySQL, Technical Reporting, Microsoft Access

**Technology:** Python, Windows OS, macOS, Android, iOS, Linux

**Soft Skills:** Communication, Problem-Solving, Customer Focus, Teamwork, Time Management, Adaptability, Attention to Detail, Multitasking, Conflict Resolution, Learning Agility, Cultural Sensitivity, Flexibility, Project Management, Networking.

# EXPERIENCE

**Deloitte 06/2023 – 07/2023**

*Data Analyst Intern – Risk and Financial Advisory*

*Regulatory and Legal Support Team member in Risk and Financial Advisory, focusing on Financial Industry Risk and Regulatory compliance.*

* Contributed to 3 impactful Risk and Financial Advisory projects, including an 8-week engagement with a multinational public US bank to lower market and fraud risk through extensive analysis and research.
* Optimized turnaround time for a time-sensitive project, implementing research-backed recommendations, resulting in enhanced efficiency for an 11-person team.
* Excelled in four data-driven case studies, showcasing proficiency in data analytics, management, and AI integration in the evolving economy.

**Vitamin Shoppe 08/2022 – 06/2023**

*IT Service Desk Analyst – IT Support & Infrastructure*

*Proven track record of providing exceptional customer service and technical support at Vitamin Shoppe. Skilled in troubleshooting and resolving customer inquiries, managing customer complaints, and providing product information.*

* Communicate between management, colleagues, store managers, and onsite tech to alleviate issues with the new network being installed to avoid future migration issues.
* Verified computers, registers, iPads, and printers were functional.
* Assisted in a project with Hughes LLC to migrate Vitamin Shoppe over to the Hughes Network, with 700+ stores networks upgraded during business hours without impacting customers in the various stores.
* Supported the VOIP project, including phone installation & disposal, setup, and testing, while collaborating effectively with a third-party vendor.

## RANDSTAD USA 11/2021 – 02/2022

*Technical Recruiter - Financial Services; Strategic Vertical Group*

*Manage full cycle recruiting including preparing, sourcing, screening, interviewing, extending an offer and onboarding. Analyze statistical reports and other data to monitor applicant flow, selection, and turnover for compliance with legal regulations and with organization goals and policies. Establish and maintain relationships with Key Management, Hiring Managers, and clients to forecast and determine current and future company staffing goals while successfully developing proactive recruiting strategies to meet those needs.*

* Leverage multiple sourcing strategies and channels including Bullhorn, LinkedIn Recruiter, Monster, and Proprietary software, and internal referrals to provide high-quality IT candidates for open positions across the nation.
* Maintain active and passive candidate information in Bullhorn, as well as sustain data on recruitment activities, applicant flow, interviews, hires, transfers, promotions, and terminations.
* Develop national sourcing and recruiting strategies designed to identify qualified candidates through various recruiting tools.

**BANK OF AMERICA 10/2019 - 04/2021**

*IT Operations Support I – Trading Floor Support*

*Operated within a multi-faceted role, liaised with a dynamic team, delivered best-in-class technical support to over 1200 users +, included traders, seniors, directors, managing directors, & VPs. Increased user satisfaction by troubleshooting various software and network related issues concerning applications, PC performance, websites availability, shared drives/folders, VPN & remote desktop client connectivity, and internet connectivity.*

* Swiftly resolved 50-80+ tickets a week regarding user issues with desktops, laptops, printers, monitors, iOS and Android OS devices, Microsoft Office Suite, Web-Ex Computer hardware, Citrix, and Virtual Machines.
* Maximized operational efficiency by collaborating on a plethora of projects with cross-functional teams to mitigate complex issues, such as installing and overseeing the testing of new products, pushing out software and updates to computers.
* Leveraged exceptional technical acumen to troubleshoot and configure Bloomberg, software, and hardware peripherals.
* Ensured optimal level of service by providing remote technical support to users working from home due to COVID-19 pandemic.

# CERTIFICATIONS

Microsoft Office Specialist Excel Expert **|** Microsoft Certified Azure DevOps Engineer Expert

AWS Solutions Architect Associate**|** AWS Cloud Practitioner **|** AXELOS ITIL 4 Foundation

Microsoft Certified Azure Administrator Associate **|** CompTIA ITF+

# EDUCATION

**Syracuse University GPA:** 3.92

Applied Data Science (MS) Present

**Google Data Analytics, Coursera**

Certificate of Completion Mar 2022

**NPower Technology Fundamentals**

Certificate of Achievement Jul 2019

**University at Albany, State University of New York**

Rhetoric & Communication (B.A.) | Informatics (Cyber Security) (B.S.) Dec 2016