JATORE PRICE

Chicago, IL | (770) 744-8608 | jatore.price@gmail.com | www.linkedin.com/in/jatore-price/

Project Planning • Analyst • Creative • Process Improvement • Storyteller

Results-driven **coordinator to analyst** with 5+ years across coordination, technical support, and data analysis, including 3+ years of project-facing work. Experienced building KPI reports (Power BI), tracking tasks and milestones in Microsoft Planner (Kanban), and writing clear status updates for stakeholders. Known for troubleshooting data connectivity issues, documenting remediation steps, and partnering with technical teams to deliver on time. Delivers concise, executive-ready communications and keep stakeholders aligned on scope, risks, and timelines.

SKILLS

Storyteller, Project Management, Leadership, Account Management, Project Planning, Project Execution, Event Planning, Problem Solving, Analytical, Creative, Strategic Planning, Contracts, Cultivation, Coordination & Scheduling, Kanban (Microsoft Planner), Databases & ORM, KPI & Metrics Reporting (Power BI), Corrective Action Planning, Stakeholder Communication, Technical Documentation, Cross-Functional Collaboration, SQL, Salesforce CRM, Release Coordination (GitHub Actions), Process Improvement, Google Workspace, Microsoft 365 (Excel, PowerPoint, Word)

EXPERIENCE

i.c.stars *Chicago   **Chicago, IL**
Full Stack Developer and Project Manager Intern   May 2025 – Present
Lead sprint ceremonies and release coordination for an Agile team using Microsoft Planner (Kanban) and GitHub Actions (CI/CD), keeping milestones on track through clear status updates and tracking.

- Partnered with stakeholders to define scope and acceptance criteria; delivered concise status updates, notes and decision logs.
- Presented sprint demos and status updates; communicated timelines, risks, and next steps in plain language.
- Translated client feedback into actionable user stories and tasks, re-prioritized backlog accordingly.
- Identified trends and presented insights that informed prioritization and corrective actions.
- Facilitated daily stand-ups, sprint planning, reviews, and retros to keep team aligned on sprint goals.
- Managed the backlog and Kanban board in Microsoft Planner; set priorities, owners, and due dates.
- Developed and maintained responsive user interfaces with React (and Next.js), delivering 2+ new features per sprint to improve engagement.
- Designed and migrated relational database schemas using Prisma ORM and MySQL, ensuring scalable and normalized data structures.
- Developed and consumed RESTful APIs with Node.js and Express, integrating them with a MySQL database for full CRUD operations on user data.

Luminous Data Solutions, LLC   **Chicago, IL**
Data Analyst Intern   July 2024 – Present
Executed SQL queries to retrieve, analyze and troubleshoot datasets, supporting both internal teams and external client requests.

- Maintained project records by organizing datasets and verifying accuracy for analysis.
- Led data preparation and cleaning efforts, transforming raw data into usable formats by identifying and correcting inconsistencies.
- Troubleshot network connectivity issues during data transfer processes, ensuring uninterrupted data flow and minimizing downtime.
- Conducted data cleaning and preparation to align datasets with project requirements.

Amplify   **Remote**
Professional Development Coordinator   Jun 2020 – Oct 2023
Coordinated schedules and deliverables for high-value client accounts (avg. ~$250K), ensuring resources were aligned and milestones met.
- Built Salesforce dashboards/reports to track KPIs and surface risks; delivered periodic written updates and presentations to leadership.
- Monitored SLAs, escalated blockers early, and drove closure with clear ownership and deadlines.
- Worked closely with financial proposals and the allocation of funding dollars, budget management.
- Utilized Operations protocols and CRM tools (e.g. Salesforce) to ensure proper documentation of service calls and emails.
- Created a standard process and knowledge base article and best practices for other PD Coordinators.
- Leveraged interpersonal skills to maintain excellent relationships with cross functional teams.
- Designed and delivered Salesforce training for coordinators covering dashboard and reports; created slide deck, quick-reference guide and recorded walkthrough.
- Promoted from Tier 1 Support Specialist to Professional Development Coordinator within 1 year.

Amplify   **Atlanta, GA**
Tier 1 Support Specialist   Jul 2019 – Jun 2020
Provided front-line support via phone, chat and email; achieved 95% first-contact resolution while meeting response and resolution SLAs.
- Triaged and prioritized inbound tickets; documented clear steps-to-reproduce, case notes, severity/impact, and status in Salesforce.
- Performed initial troubleshooting to reproduce issues. Isolate root causes and apply known workarounds; escalated to Tier 2/Engineering with complete context.
- Communicated status, next steps and ETAs to users and stakeholders; followed up after fixes to confirm resolution and user satisfaction.
- Authored and maintained internal knowledge base articles, troubleshooting guides and response templates to drive consistency and faster resolution.
- Contributed to onboarding by shadowing new agents. Demonstrating ticket hygiene standards and sharing best practices for clear, empathetic communication.

CERTIFICATIONS

Google Project Management	Professional Certificate	Jan 2024
Microsoft Certified	Power BI Data Analyst Associate	Oct 2024
Data Camp	SQL Associate	Jan 2025

EDUCATION

Atlanta Technical College   **Atlanta, GA**
Computer and Information Systems   Aug 2017 - May 2018