

## **SUMMARY**

Team-oriented, professional with over 3 years of business analytics and IT experience. Strong skill-set in creative problem solving and interpersonal communication. Resourceful, intuitive, and results-oriented with a strong work ethic and a passion for tech innovation. Ability to adapt and learn quickly, prioritize, work independently, and consistently meet deadlines and goals

## **EDUCATION**

**Bachelor of Science in Business Administration, Missouri State University, Springfield, MO**

GPA: 3.0, *Focus*: International Business / Management, *Minor*: German, Graduated: May 2014

## **EXPERIENCE**

**Support Analyst, Cerner Corporation; Kansas City, MO 3/2015 – Present**

- Responsibilities include: Supporting front end software issues, Analyzing critical software outages and infrastructure problems in a fast paced environment, Managing three different lines of service requests simultaneously, Coordinating with infrastructure teams to resolve issues in a timely manner

**Acquisition Analyst, Garrett Properties; Buffalo, MO - 5/2009 – 8/2014**

- Promoted to Acquisition Analyst in 2012
- In charge of marketing and appraising Commercial, Residential, and Unimproved real estate.
- Responsibilities include: Creating and distributing real estate brochures, Managing online advertising and social media, Identifying / analyzing acquisition opportunities

**Group Sales Manager, Missouri State Tix; Springfield, MO - 8/2014 – 3/2015**

- Promoted to Group Sales Manager in 2014
- Responsibilities include: Creating / cultivating strong client relationships, Effectively managing all large scale ticket sales for the university, Supervising front of house for event on sale days, Providing excellent customer service

**Direct Solutions Supervisor, Missouri State Tix; Springfield, MO - 7/2012 – 8/14**

- Promoted to Direct Solutions Supervisor in 2012.
- Gained strong foundation in sales and customer service – both face-to-face and over the phone.
- Responsibilities include: Managing 30 ticket agents, Reconciling reports in excess of \$35,000, Accurately preparing internal audits, Creative problem solving, Analyzing large-scale report data

## **Web Development / Tech Knowledge**

- Skilled in HTML5, CSS3, JavaScript, JQuery, Bootstrap, Github, Google Analytics, WordPress
- Able to quickly prototype ideas and pivot to meet project needs, Acutely aware of current web trends and technologies, can easily traverse and manipulate the DOM
- Lead developer for headquartermagazine.com
- Skilled in Microsoft Office, Google Suite, and Windows and macOS