

AKBER GHORI

(U.S. Citizen)

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EDUCATION:

VIRGINIA TECH, STATE UNIVERSITY

Pamplin College of Business

Expected Graduation: May 2018

Bachelor of Science

Business Information Technology in Decision Support Systems

- Current GPA: 3.1
- Dean's List Fall 2016
- Achieved Pamplin Career Readiness Certification
- Advanced Excel: Lookup Functions, Pivot Tables and Charts, Data Analysis, Tools, Optimization, Simulation
- Advanced VBA programming and User Interface development
- Adept in Alteryx and Tableau

WORK EXPERIENCE:

INGERSOLL RAND

May – August 2017

DATA ANALYST INTERN La Crosse, WI

- Used Alteryx, Tableau, and SQL for various business critical projects in data anomaly detection, data validation, and error tracking
- Created applications and models that can be reused for multiple business purposes after initial projects were complete
- Developed SQL queries for data collection in Oracle and Hadoop environments for use in data validation

APPLE INC

February 2016 - May 2017

APPLECARE IOS TECHNICAL REPRESENTATIVE Blacksburg, VA

- Interacted with thousands of customers to troubleshoot iOS, iTunes, and iCloud complications
- Maintained 100% Issue Resolution and 100% Customer Satisfaction for 2016 fourth quarter
- Exceeded company average metrics for the past 3 quarters

STAPLES

June- August 2015

SALES ASSOCIATE Marlton, NJ

- Assisted customers in purchasing and maintaining technology by understanding their needs and communicating the proper software or hardware required
- Helped customers understand complex computer issues by providing easy to understand instructions
- Handled customer transactions using various tenders through the online ordering system as well as the in store POS system

EXTRACURRICULAR:

PAMPLIN UNDERGRADUATE PEER MENTOR (PUMP)

September 2015-May 2016

- Served as a mentor for freshmen business students, helping with adjustment to college
- Helped students build skills and healthy habits in time management, resource management, and goal planning