

Gregory Smith

Tech Geek



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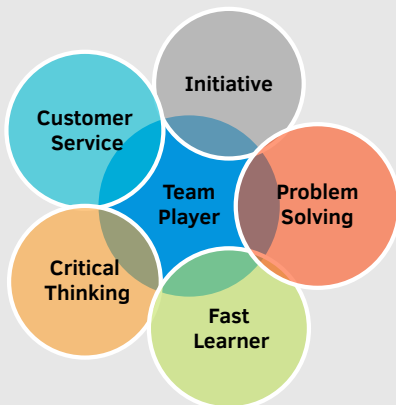
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Objective

Obtain a position that leverages my customer-service experience and my technical background to exceed expectations

Skills

Overview



Programming

R • Python • Java ★★★★★

SQL • HTML • CSS ★★★★★

JS • PHP • SAS ★★★★★

Experience

Aug 2018 - **IT Student Services**
Current

WMU - Waldo Library

- Leverage my knowledge of computers and networks to provide a positive computing experience for the students, faculty, and staff at Waldo Library
- Manage ticket queues and alert feeds to identify high-priority issues
- Quickly respond to tickets and resolve the issues in a timely manner

May 2018 - **Electronics Sales Member**
Current

Target

- Utilized my breadth and depth of knowledge in current technology to recommend products to guests based on their needs
- Ensure products are placed on the sales floor
- Skills utilized: cash handling, interpersonal communication, multi-tasking

Sep 2017 - **Bartender / Server**
April 2018

Lynx Golf Course

- Worked as a team to serve events for 100+ people
- Provided quick and professional service to many guests in a very demanding environment

June 2017 - **Mover / Luggage**
Sep 2017

Boer's Transfer

- Worked as a team to deliver outstanding customer service. Experience with lifting heavy things up and putting them down, packing, loading trucks, etc
- Saved customers 1000's of dollars off their quote on multiple occasions through hustle, sweat, and determination

Education

2016 - 2019 **Pursuing: BS, Data Science** (GPA: 3.53)

Western Michigan University

2013 - 2016 **Associate of Arts, General Studies**

Grand Rapids Community College

Certificates & Extracurricular Activities

March 2018 **Exterior Relations Officer**

Data Science & Statistics Club

- Responsible for recruitment outside of Western Michigan University
- Work with professionals and network for the club

Feb 2018 **Data Science & Machine Learning Bootcamp with R**

Udemy

- Certificate of completion for 18 hours of video lectures with assignments & projects

Feb 2018 **SQL Bootcamp**

Udemy

- Certificate of completion for 8.5 hours of video lectures with assignments & projects