**Benjamin Sierra**

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EDUCATION

**Bachelor of Science, Information Systems** Apr 2022

*Brigham Young University - Marriott School of Business Provo, UT*

* GPA 3.92
* Academic Scholarship 2018 - 2020
* Member – Association for Information Systems
* Vice President – Taekwondo Club
* Specialized Courses: Data Analytics & Machine Learning with Python, Programming with JavaScript & Python, Databases, Systems Analysis and Design, and Statistics & Analysis of Variance

EXPERIENCE

Computing Specialist Aug 2018 – Present

*Office of Information Technology - Brigham Young University Provo, UT*

* Implement unique hardware and software solutions for faculty and executives of BYU
* Reduced team incident completion time 50% by developing a dashboard tracking KPIs
* Lead team in most incidents resolved Winter Semester of 2020 by streamlining data transfer processes and improving customer experience.

Process Automation Engineer for Asset Management Team May 2020 – Aug 2020

*Church of Jesus Christ of Latter-day Saints Riverton, UT*

* Managed development for ServiceNow Dashboard with 20+ reports for over 40 IT Asset Managers
* Decreased software request lead time by automating workflows using JavaScript
* Reduced weekly process from 2 hours to instantaneous by automating emailing list using VBA

Volunteer Representative Aug 2016 – Jul 2018

*The Church of Jesus Christ of Latter-day Saints Santiago, Chile*

* Led training and efforts of over 25 other volunteers
* Served and managed public relations 70+ hours / week
* Taught English and Spanish classes to Chileans and Native Haitians

SKILLS & ACHIEVEMENTS

* Proficient in Excel (Pivot Tables, What-If, Solver) & Tableau
* Experienced with Python (Pandas, Matplotlib), R, SQL, JavaScript, Node.js, VBA, HTML/CSS, SAS
* Fluent Spanish – speak, read, write & interpret
* Conversational Haitian Creole
* Enjoy Taekwondo, Jiu jitsu, Rock climbing, singing, and reading about ancient history
* Eagle Scout