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| **SEAN R.** Paul  Maryland Heights, MO 63043  Email: sean\_p040@yahoo.com · Website: sean-p040.github.io Summary Possessing an inquisitive and analytical mind, with a passion for learning new technologies. Utilizing computer systems, customer service experience, and innovative technical solutions to solve various business challenges. Seeking an opportunity in IT operations or business analytics, to grow as a professional and to produce value for an organization and society. Languages/Tools **Java, SQL, R, Python, HTML, CSS, JS & ReactJS**  Visual Studio Code, Git, GitHub, Tableau, RDBMS, Oracle SQL Developer, Oracle VM Virtual Box, Jupyter Notebook, Google Analytics, Lucid Charts, Wireshark, Microsoft Office Suite, MS Teams, Linux Shell, Windows PowerShell, AWS IAM, Google Firebase Education  |  | | --- | | May 2021BS Information systems & Technology, University of St. Louis-Missouri Latin Honors: Magna Cum Laude — GPA: 3.87  OO Programming, IS Analysis, Data Networks and Security, Database Management Systems, Data Programming, Decision Support Systems for Business Intelligence, Business Analytics & Statistics | | May 2018Associate of Arts, St. Charles Community College Business Administration Transfer Degree | |

# Skills

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| * Thorough understanding of common PC hardware and software * Windows OS (7/8/10), macOS, Ubuntu Linux, iOS, Android * Troubleshooting & resolving technical PC issues * Documentation of repairs, maintenance, and fixes * Familiarity with ISO/IEC 27000 Series | * Entity relationship diagrams * Developing data queries * Teamwork & collaboration * Requirements elicitation * Business process models * Data gathering, analysis, and visualization * Familiarity with NIST Cybersecurity Framework |

# Projects

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| * Information System Analysis/Design of a CRM web application for a real client’s business * Developed an Employee Payroll System using Java * Developed a User Survey GUI application using Java/MongoDB | * Systems Analysis for a non-profit library system * Created data visualizations of popular google search trends using R/Python/Tableau * Designed a personal portfolio website using HTML, CSS, and JavaScript |

# Experience

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| May 2015 – JUNE 2020Barback/Busser/Food-Runner, Syberg’s Eating & Drinking Co.  * Striving for exceptional customer service for every guest to promote customer retention. * Thriving in a fast-paced environment and excelling while under pressure, to efficiently provide services according to procedural policies and standards, for an average of 200+ customers per shift. * Reducing the workload for front of house staff up to 25%, by memorizing food/drink catalogues, to readily answer customers’ questions. |