

Shaun Krohn, BS, Cloud Computing

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WORK EXPERIENCE

IT Administrator

Jan. 2018 – Present

Lauren Gallery

Marietta, GA

- Designed, developed, and deployed a cloud-based inventory application using Google Cloud Platform, integrating data visualization and reporting functionalities for improved decision-making.
- Conducted data analysis on inventory management practices, identifying inefficiencies and optimizing workflows, leading to a 25% reduction in operational costs.
- Created automated data processing workflows using Python and SQL, including a bulk file renaming solution, which streamlines catalog management and reduces processing time by over 70%.
- Developed custom reports and dashboards to track inventory, sales trends, and client transactions, enabling data-driven business decisions.
- Collaborate with stakeholders to define reporting needs, ensuring data accuracy and actionable insights through comprehensive data validation and quality assurance processes.
- Manage IT infrastructure and cloud-based systems, ensuring data security, integrity, and compliance through regular audits and vulnerability assessments.

Retail Sales Consultant

Mar. 2016 – Dec. 2017

AT&T

Woodstock, GA

- Assisted customers with troubleshooting and resolving issues related to mobile devices, network services, and account management, ensuring they understood how to use their devices and services effectively.
- Engaged with customers to understand their unique preferences, offered customized solutions and recommendations, and consistently received positive feedback and high satisfaction ratings.
- Presented product demonstrations to educate customers on the features and benefits of AT&T products and services, enhancing customer knowledge and enabling informed purchasing decisions.
- Addressed and resolved complex customer concerns, utilizing strong problem-solving and conflict resolution skills to ensure a satisfactory resolution.

Manager

Jan. 2014 – Mar. 2016

Chick-fil-A

Acworth, GA

- Developed, mentored, and worked alongside a team of over 30 employees, ensuring adherence to industry best practices and efficient daily operations. Conducted regular training sessions, fostered a positive work environment, promoted team cohesion and high performance.
- Contributed to the store's attainment and maintenance of high operational excellence scores, achieving recognition for operational efficiency.
- Implemented standard operating procedures, monitored compliance with company policies, and conducted regular reviews and audits to ensure adherence to health, safety, and quality standards.
- Managed schedule planning, ensuring adequate staffing levels and efficient use of labor resources. Balanced business needs with employee availability, and utilized scheduling software to optimize shift assignments and reduce labor costs.

EDUCATION

Western Governors University
Bachelor of Science, Cloud Computing

Salt Lake City, UT
May 2023

CERTIFICATIONS

- AWS Certified Cloud Practitioner
- CompTIA A+, Network+, Security+, Cloud+
- WGU AWS Cloud DevOps, WGU AWS Cloud Security.