**Trisia Baltazar**

(502) 533-8435| [**tmbalt01@louisville.edu**](mailto:tmbalt01@louisville.edu) | [**https://trisiabaltazar.com/**](https://trisiabaltazar.com/)

**OBJECTIVE**

To obtain a Business Analyst position to support in the flow of business processes and to gain additional knowledge and experience in business information needs.

**EDUCATION**

Expected Graduation Date: **Summer 2019**

**Bachelor of Science in Business Administration**

University of Louisville College of Business

Major: **Computer Information Systems**

Focus: **Information Security, Web Development**

GPA: **3.25**

**EXPERIENCE**

*December 2018 - Present*

ORR Safety Corporation**– Safety Development Intern**

Responsibilities:

* Work with Microsoft Excel and Access to organize unstructured data
* Create interactive reports using Power BI and Power Pivot
* Analyze department needs and provide technological solutions

*May 2018 - December 2018*

KFC IT **– Systems Specialist Intern**

Responsibilities:

* Provided on-demand troubleshooting for new store system installs over the phone
* Documented detailed reports on install processes, cases, and solutions through ServiceNow
* Staged network switches and troubleshoot basic network issues
* Demonstrated ability to work with high call volume

*January 2018 – December 2018*

HOOF KY **– Junior Business Analyst**

Responsibilities:

* Provided guidance and maintained group focus as designated Team Leader
* Worked in a team setting to identify and analyze client needs on website
* Prepared detailed reports, use cases, and financial analysis of possible solutions for the client

*November 2015 – May 2018*

UPS **– Package Handler**

Participation in the Metro College Program

Responsibilities:

* Worked nightshift 25 hours a week while attending school full time
* Ability to work to complete assigned tasks within a strict time constraint

**SKILLS**

* Expert in Microsoft Office Applications
* Expert troubleshooter
* Expert in customer service
* Intermediate with Visio
* Intermediate with SQL Server 2012
* Experience using UML and Agile Methodology
* Experience with Power BI
* Experience with SPSS
* Experience with object-oriented programming C#
* Experience with Wireshark
* Experience with FTK Imager | Win Hex Notepad ++ | XML Notepad |Zimmerman Tools| Autopsy