

Data Analyst Data Analyst Columbus, OH Authorized to work in the US for any employer Work Experience Data Analyst Innovis - Columbus, OH January 2019 to Present -Metro 2 reporting -use of Oracle BI -extensive use of Excel -use of various databases (Oracle, Quickbase, OMS) -data auditing and reporting of file statistics -data quality assurance IT Service Desk Analyst Pomeroy IT - Hebron, KY January 2018 to December 2018 Technical and administrative support for Nestle employees: -Active Directory support -MS Office support -SQL server support -LAN/WAN support -SAP systems -Office 365 and SharePoint German Speaker and IT Technician Kao Brands - Cincinnati, OH March 2017 to December 2017 Providing technical support to American and European employees of Kao Brands, especially bilingual support for German and Swedish users -Windows Server/Active Directory -SAP systems -Networking support (including Cisco technology) -WebEx conferencing support -MS Office -PC imaging -software deployments IT Help Desk Technician NSC Global - Mason, OH August 2016 to March 2017 Technical support for employees of Morgan Stanley -Active Directory support -RSA support -Citrix support -mobile device support Food Service Worker University of Michigan Dining Services - Ann Arbor, MI February 2015 to April 2016 Security Officer Guardsmark Security Services - Columbus, OH September 2013 to February 2015 and Farmington, MI Computer Consultant University of Michigan, Medical School - Ann Arbor, MI August 2011 to June 2013 Front desk support for medical students and faculty A/V support Webpage and learning module testing MS Office support PC imagine OS deployments Education Bachelor of Arts in German Language and Literature University of Michigan in Ann Arbor - Ann Arbor, MI April 2016 Troy Athens High School - Troy, MI June 2009 Skills Languages (1 year), Help Desk, Active Directory, Desktop Support, MAC, Service Desk, Tech Support, Business Intelligence, SAP, SQL, Excel, MS Office, Microsoft Office, Powerpoint, testing Additional Information Familiarity with databases including MS Access, SQL, and Windows Server/Active Directory Oracle systems Experience working in a Linux environment Experience coding in C++ and SQL Familiar with Cisco networking concepts

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