

IS Analyst Trainee IS Analyst Trainee IS Analyst Trainee - TMNA HQ Frisco, TX Hard working individual with persuasive communication, customer service and analytics skills, seeking to use my education and work experience in the business/information technology fields to contribute to your business. I am currently a full-time team member for Toyota North America as an IS Analyst Trainee. Authorized to work in the US for any employer Work Experience IS Analyst Trainee TOYOTA MOTORS NORTH AMERICA - Plano, TX August 2017 to Present Dealer Systems / End User Services Collaborate with other business units and stakeholders to gather project requirements. Aid in developing and documenting new strategies, systems and enhancements. Research and implement changes in Office 365/SharePoint administration portals. Lead End User Services communications efforts. IT Help Desk/Desktop Side Support Technician Grand Canyon University - Phoenix, AZ January 2014 to April 2017 Utilize excellent critical thinking and customer service skills to understand staff/faculty/executive IT needs and get their systems running properly again. Consistently achieve high call scores. Train new student workers on IT procedures. Active Directory & Security Tools Summer Intern Toyota Motors North America - Torrance, CA May 2016 to August 2016 Use problem solving along with Excel and Active Directory skills to analyze data and develop action plans for discovered issues. Present findings and solutions to management. Demonstrate effective communication skills through emails, phone calls, and in person interactions.

Develop and document new systems. Manage IT Projects. Education B.S. in Business Intelligence Grand Canyon University - Phoenix, AZ 2013 to April 2017 Skills Excel (3 years), SQL (2 years), Active Directory (2 years), SharePoint (1 year), Tableau (1 year), SPSS/Modeler (2 years), C++ (1 year), Powershell (Less than 1 year), Business Analysis (2 years), Business Intelligence (3 years) Links <https://www.linkedin.com/in/collin-beisel-2aa5b310b> Additional Information Driven, adaptive, strong communications, superior customer service, analytical thinker, attention to detail Technical Software Experience: Excel/Frontline Solver (3 years) SQL Server (2 years) Office Suite (10 years) O365/SharePoint Admin (1 year) SPSS/SPSS Modeler (2 years) Tableau/ Power BI (1 year)

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