

IT Consultant IT Consultant Brighton, MA Work Experience IT Consultant BU IT Help Center - Boston, MA September 2018 to Present    Resolve over 20 ServiceNow tickets daily and perform software troubleshooting using Bomgar remote software    Implement root-cause analysis to support students, faculty and staff    Support account creation, and resolve email account issues    Trained and supervised 5 student hires in troubleshooting protocols, and client service best practices

Account Manager/Sales AT&T - Indianapolis, IN January 2017 to January 2018    Direct sales and Face-to-Face Marketing; Daily use of CRM Salesforce technology.    Completed account management training program; managed multiple customer accounts and client leads.    Managed various territories in Indianapolis area, Catered Sales to fit customers' needs.    Recruited and Trained people to meet weekly sales goals;    Conducted daily enrichment meetings for entry level account managers.    Consistently met weekly sales goals (\$700- \$1050).    Exceeded customer retention expectation.

Banker CITIBANK - Abidjan, CI June 2016 to August 2016 Abidjan, Ivory Coast June 2016 - August 2016    Translated balance sheet and income statement from French standards into English standards before analysis    Filtered and verified potential clients' information by performing thorough research on business history    Analyzed clients' financial statement and ability to face their debts in order to upgrade their line of credits    Assist Relationship Manager in setting up credit analysis process    Ensured that effective implementation of credit lines is granted to customers    Assisted in account openings for new clients (Lubrizol Corporation & Rina)

Investment Analyst project- Portfolio management Rotary Club of Indianapolis - Indianapolis, IN August 2015 to December 2015    In charge of the diversification of portfolio for the Rotary Club of Indianapolis.    Compared stocks and bonds revenues and risks of investments in order to maximize return with reasonable risk.    Preserved purchasing power and provide stable growth.    Provided best asset mix to reach optimal amount of risk and return, and recommended funds that offer high risk adjusted return vs. the benchmark    Exceeded the return of the market benchmark by 2%.

Education Master of Science in Financial Management with concentration in Investment Analysis Boston University - Boston, MA August 2018 to Present Bachelor of Science in Finance University of Indianapolis - Indianapolis, IN August 2013 to December 2016 Skills CRM, PYTHON, BUDGETING,

EXCEL, POWERPOINT, Financial Analysis, Financial Reporting, Microsoft Word, Microsoft Excel,  
accounting, Analytics Links <http://www.linkedin.com/in/alanbrou>

Name: Leslie Stout

Email: [laraalicia@example.org](mailto:laraalicia@example.org)

Phone: 6437792341