

# Alexandra Emerson

Onalaska, WI 54650

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(920) 784-9554

- Over six years customer service experience in various fast-paced environments.
- Demonstrated passion for innovation and problem-solving through creation of method sheets defining standard work.
- 2 years experience programming with Java, including software development and testing techniques.
- 1 year experience querying with SQL.
- 1 year web development experience with HTML, JavaScript, and CSS
- 1 year experience programming with MIPS and C languages
- Proficient in Office 365

## Work Experience

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### **Business Systems Analyst Intern**

Trane Technologies - La Crosse, WI

April 2022 to Present

- Provide exceptional customer IT support and training for hundreds of users of Trane Technologies applications.
- Monitor and troubleshoot exceptions, errors, and other front-end issues that occur within supported company applications.
- Utilize and create SQL queries to pull and analyze and report business data.
- Complete monthly JIRA and regression testing of supported applications before application update releases.
- Observe and report on performance metrics in numerous areas of our business processes.
- Maintain and create documentation defining standard work in company applications.

### **Daycare and Boarding Manager**

Marcie's Pet Spa - West Salem, WI

August 2020 to September 2021

- Implemented new cleaning and safety policies and procedures.
- Created a handbook on dog behavior and trained 12 employees.
- Effectively communicate with clients on a daily basis regarding complaints and status of pets.

### **Receptionist**

August 2019 to September 2021

- Communicate with clients of all backgrounds regarding appointments, vaccination records, and retail sales.
- Consistently maintain a friendly and welcoming environment for all who walk in the door.
- Serve as the liaison between clients and pet groomers.

### **Team Lead**

Animal House Groom and Board - Green Bay, WI

May 2017 to August 2019

- Ensured all tasks assigned to a team of five were performed in a timely and competent manner.
- Assisted the General Manager in sustaining inventory and meeting safety standards.

## Education

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### **Bachelor of Science in Computer Science**

University of Wisconsin - La Crosse, WI, US

September 2021 to Present

## Skills

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- 1 year web development experience with HTML, JavaScript, and CSS
- Proficient in Office 365
- 2 years experience programming with Java, including software development and testing techniques.
- Demonstrated passion for innovation and problem-solving through creation of method sheets defining standard work.
- Over six years customer service experience in various fast-paced environments.
- 1 year experience programming with MIPS and C languages
- 1 year experience querying with SQL.

## Certifications and Licenses

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### **Driver's License**