

# ALEC BRYANT

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## EDUCATION

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**UNIVERSITY OF GEORGIA TERRY COLLEGE OF BUSINESS**, Athens, GA 2022-2023  
**MS - Business Analytics**

**THE UNIVERSITY OF GEORGIA TERRY COLLEGE OF BUSINESS**, Athens, GA 2018-2022  
**BBA - Management Information Systems**

- GPA: 3.6; cum laude graduate
- Zell Miller scholarship recipient

## TECHNICAL SKILLS

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- Lean 6 Sigma Yellow Belt, SQL, MDM, Java, Python, R, HTML, CSS, ServiceNow, Power BI, Salesforce, O365

## EXPERIENCE

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**TEXTRON SPECIALIZED VEHICLES**, Augusta, GA 2021-Present  
**Senior IT Intern** (2022-Present)

- Lead and train 2 new IT Infrastructure interns on job responsibilities and tasks
- Manage all mobile device and computer requests made by company employees with 24 hour turn around
- Designed digital workflows and catalog items to automate 10 previously manual processes
- Manage back end run and maintain tasks for ServiceNow platform

**IT Infrastructure Co-op** (2021-2022)

- Diagnosed, troubleshooted, and resolved hardware, software, or other network and system problems, and replace defective components
- Documented issue resolution problems with IT Service Desk ticketing system
- Constructed 5 catalog items in ServiceNow for employee requests

**IT Intern** (Summer 2021)

- Part of the End User Services team tasked to provide technical support to company employees
- Created 20+ knowledge articles to provide self help guides to users

**COPYTALK BUSINESS SERVICES**, Athens, GA 2020-2021  
**Transcriptionist**

- Created highly accurate dictations for financial and legal advisors in accordance with current industry standards and style guidelines
- Developed ability to maintain 75 wpm, an error rate of less than 1%, and an average turnaround rate of 1.8 times per dictation

## CAMPUS AND COMMUNITY INVOLVEMENT

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**Member, Society for Management Information Systems**, Athens, GA 2018-2022

- Part of an organization valuing preparation and exposure to information systems
- Interact with industry leaders on a monthly basis to gain insight into a variety of tech job fields and networking opportunities

## ADDITIONAL INFORMATION

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- alecbryant.com: Developed and launched website for use as an online personal portfolio
- Samuel Smart Mirror: Built and coded a personalized, Alexa enabled, smart display/mirror