

::name::

::email:: • ::phone:: • ::website::

WORK EXPERIENCE

- **Senior Consultant**

Nov. 2016 – Jan. 2018

::company 3 name::

::company 3 city::

- Managed five other consultants and was responsible for managing project tracking, delegating incoming tasks, running weekly team syncs, and handling escalations.
- Conducted performance reviews with reports, both recognizing their accomplishments and providing them with actionable feedback on areas where they could devote additional focus.
- Wrote high-level documentation which provided our team and external stakeholders with a general understanding of how various internal systems functioned and impacted their processes.
- Created custom spreadsheet formulas to calculate support ticket metrics with over 60% higher accuracy than previous methods, giving better insight into how team resources were being utilized.

- **Consultant**

Oct. 2015 – Nov. 2016

::company 3 name::

::company 3 city::

- Streamlined the process for creating custom access controls for tools on the internal network and applied to over 250 tools, allowing broad network access to be revoked for over 60% of vendor users in our organization.
- Developed rules and data feeds for the client's access monitoring system, which detected 300+ new anomalies in 6 months with over 95% accuracy.
- Created and maintained SQL tables that provided aggregate sources of frequently used data, that were integrated into numerous projects owned by both ours and partner teams.
- Regularly assisted other teams with projects that would support our objectives, leveraging extensive knowledge of internal systems and creative problem solving ability.

- **Analyst**

Dec. 2014 – Oct. 2015

::company 2 name::

::company 2 city::

- Created and maintained automated access management configurations which eliminated the need for manually processing requests from over 15k users.
- Developed queries and dashboards to provide team leadership with easily digestible data on progress in limiting sensitive access held by vendor users within the organization.
- Wrote and maintained extensive documentation on operational processes which was a primary resource in training seven new team members.

- **Business Operations Specialist**

May 2013 – May 2014

::company 1 name::

::company 1 city::

- Managed relationship with our distributor, ensuring that they were meeting SLA and quickly resolving issues that negatively impacted fulfillment times.
- Collected and analyzed data to identify internal processes that needed to be streamlined and improved.
- Personally managed order fulfillment, number porting services, and billing for 500+ beta testers. Also monitored beta tester accounts to identify indications of fraud or abuse of the system

EDUCATION

- **Bachelor of Science, Political Science**

Graduated May 2013

::university name::

::university city::

- **Coursework:** Calculus 1-3, Differential Equations, Linear Algebra, Physics 1-2, Circuits 1, Mechanics

TECHNICAL SKILLS

SQL • Python • JavaScript • Bash • Unit Testing • Process Scripting/Automation
Process Documentation • Data Analysis/Reporting • Troubleshooting • MS Office/gSuite