**Collin King**

(256) 227-6292 | [cking134@vols.utk.edu](mailto:cking134@vols.utk.edu)

**Master of Science in Business Analytics Candidate with 4 years of experience working with data as an Analyst and Application Support Technician. Passionate about using analyzation skills and technical tools to solve complex business problems. Excited to learn constantly evolving technology for business application to create value within an organization. Pursuing a career promoting positive work culture while building meaningful relationships.**

**EDUCATION**

**University of Tennessee**, Haslam College of BusinessKnoxville, TN

*Master of Science in Business Analytics* May 2024

**Tennessee Tech University** Cookeville, TN

*Bachelor of Art, Economics* December 2018

**EXPERIENCE**

**VITAL SERVICES**,*Application Support Technician*, Oak Ridge, TNJanuary 2022 – August 2023

* **Designed and implemented SQL Server tables and stored procedures for software solutions, resulting in a 20% increase in database performance**
* **Developed custom workflows using VBScript to automate business processes and streamline data management, slashing manual effort by 40 hours per month**
* **Collaborated with developers, project managers, and data analysts to deliver client-focused software solutions through cross-functional teamwork, ensuring timely project completion**
* **Formulated strategies to enhance the App Support workflow, resulting in a 25% increase in support ticket completion and strengthening client relationships**
* **Conducted comprehensive testing and debugging to ensure software accuracy and reliability, reducing software bugs by 50% through rigorous testing protocols**
* **Mentored coworkers on operating sophisticated software tools, enhancing technical capabilities and fostering a more skilled and efficient team**

**PERMA-FIX ENVIRONMENTAL SERVICES**,*Analyst*, Oak Ridge, TNSeptember 2019 – December 2021

* **Engineered an automation framework with Visual Basic in Microsoft Suite, achieving a 30% reduction in weekly reporting time through generation of automated reports**
* **Created accounting tools for audits, increasing data accuracy and cutting costs by approximately 10%**
* **Innovated existing reports utilizing advanced Excel formulas and PIVOT tables, allowing for thorough cost tracking at granular levels while providing Project Managers with valuable high-level analysis**
* **Provided guidance to Program Managers, Project Managers, and coworkers to utilize custom tools and reports, resulting in improved data analysis, and informed decision-making**
* **Led forecast calls with the C-Suite and Project Controllers, evaluating financial projections and performance indicators to ensure alignment between financial goals and operational strategies for the Nuclear division**

**SKILLS**

**Computer:** Microsoft Office, .NET Applications, Teams, Slack, AutoTask/Datto (Ticket management software)

**Language:** Python, SQL, VBScript, R

**Technical:** SQL Server, Software Testing, Data Transformation, SOAP/REST API, Debugging, Shiny App, Dplyr, Rstudio, NumPy, Pandas, Tableau, Data Mining

**PROFESSIONAL ACCOMPLISHMENTS**

Hanes Capstone Project August 2023 – December 2023

American Builder's Insurance Co. Data Integration November 2022 – August 2023