

Calvin Wang

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WORK EXPERIENCE

Synoptek

July 2018 – November 2020

Client Technology Analyst

Roseville, CA

Synoptek is a global systems integrator (GSI) and managed IT services provider (MSP) that offer comprehensive IT management and consultancy services to organizations worldwide.

- Managed over 25+ accounts and maintained an uptick in revenue while increasing customer satisfaction and retention.
- Created and assigned projects within Autotask PSA to a team of client advisors. Coordinated schedules, designed project plans, and executed on short-term change orders.
- Utilized Microsoft Excel to categorize budget reports for several clients into detailed pivot tables.
- Created KPI metrics to evaluate the performance of several clients in order to develop a strategy to promote growth.
- Utilized Power BI to identify trends within Synoptek's Autotask ticketing system.
- Monitored employee tasks, evaluating information processing and performance to gauge business functions and inefficiencies.

Callee Inc.

June 2017 – September 2017

Business Analyst

Irwindale, CA

Callee Inc. is a furniture company featuring top quality product line of barstools, chairs, and tables.

- Created pivot tables and charts using worksheet data in order to analyze and determine sales trends.
- Compiled and generated spreadsheets to capture and record inventory and profits.

EDUCATION

California Polytechnic State University San Luis Obispo

June, 2018

Bachelors, Business Administration Information Systems

San Luis Obispo, CA

- Dean's Honor List
- Studied abroad in Seoul, Korea during fall 2017 semester at Korea University
- ITIL certified

SKILLS & INTERESTS

Skills

- | | |
|----------------------|-----------------------------|
| ○ Project Management | ○ Python |
| ○ Agile | ○ Scrum |
| ○ MS Excel | ○ Tableau |
| ○ Power BI | ○ DBMS |
| ○ Data Analytics | ○ Business Process Workflow |
| ○ SQL | ○ Problem Solving |

- **Interests:** dancing; sleeping; gaming; exercise; traveling; eating; reddit; reading

LEADERSHIP/ACTIVITIES

- | | |
|---------------------------------|-----------|
| ▪ Urban Dance Group Coordinator | 2017-2018 |
| ▪ K-POP Dance Team Director | 2019-2020 |