**Dylan Johnson**

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**EDUCATION**

**Indiana University**, Bloomington, IN **May 2023**

Luddy School of Informatics, Computing, and Engineering

Bachelor of Science in Informatics GPA 3.45/4.00

Minor: Web Design, Human Centered Computing

**TECHNICAL SKILLS**

* **Languages and Models:** R, Python, Tableau, Power BI, Excel
* **Web Application:** HTML5, CSS, JavaScript, GitHub
* **Databases:** SQL
* **Operating Systems:** Microsoft Windows
* **Certifications:** Google Data Analytics Professional, Oracle Cloud Infrastructure Foundations

**PROJECTS**

**AptiStudy August 2022 – May 2023**

* Developed a web-based application using HTML5, CSS, JavaScript, SQL, and PHP that helps students connect on campus for academics and extracurricular activities
* Worked on a team of four to create documentation on the whole project and then develop the full application over the course of two semesters
* Pages were created in PHP to store user sessions along with executing queries to grab and update dynamic student information from the database

**Sales Analysis Project July 2023 – August 2023**

* Created a business analyst request from scratch to find hidden insights within company data
* Data mined a company’s database with SQL to capture information regarding revenue, budget, sales, products, and customer
* Cleaned and filtered the query results for further analysis and easy transfer to visualization software
* Designed a dynamic visualization in Power BI that utilizes filters to show insights over periods of time, per location, and more

**WORK EXPERIENCE**

**Longhorn Steakhouse,** Southport, IN **July 2020 – Current**

Server

* Maintain strong customer relationships to ensure satisfaction and loyalty
* Provide attentive and efficient service to 68 customers within a 5-hour timeframe
* Work on a team of 15 while serving in a fast-paced environment

**Ivy Tech Community College,** Bloomington, IN  **May 2018 – October 2018**

Help Desk Technician

* Helped students install and resolve Microsoft Office 365 issues in a timely manner
* Installed new workstations with correct software and settings for faculty
* Reestablished printer and other hardware connections for classroom computers

**Techlocity**, Fishers, IN **June 2016 – June 2017**

Help Desk Specialist

* Provided help desk customer service for clients in different countries
* Analyzed laptops and computers to install company software
* Assisted with client server backups and restores onto new computers