Emily Taylor

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PROFESSIONAL EXPERIENCE

Wesco Aircraft
Position - Program and Application Support Analyst (July 2019 - Present)
  * Using Toad (SQL) and Excel to create and run internal and external reports.
  * Using Service Desk to manage data driven support tickets.
  * Manage data using SQL databases that drive our internal warehouse management software, TCMIS.
  * Acting as a liaison between our five hubs across the US and the contract prime, SAIC.

McCoy Corporation
Position - Application Support Analyst (March 2018 - July 2019)
 * Testing new systems to ensure functionality and quality user experience.
 * Writing COGNOS report and completing data analysis for the Director of IS.
 * Lead support for our delivery software, Elite, including in-person deployment and training.
 * Support all facets of MAC21: McCoy's POS, reconciliation, and warehouse management software.
 * Use Footprints ticketing software to track and resolve issues from corporate and store employees.
 * Member of the IS Incident Response Team.
Position - Merchandising Services Analyst II (November 2016 - March 2018)
 * Implementing and updating all SKU maintenance in the McCoy's POS System, Mac21.
 * Using Cognos to write reports for merchants.
 * Using Content Manager to reconcile POs for McCoy's largest distributor, True Value.
 * Working tickets and assisting stores with SKU maintenance, open invoices and general PO issues.

Best Buy Co., Inc.
Position - Merchandising Associate: Media Department (August 2014 - November 2016)
 * Stocking and organizing movies, music, and video games.
 * Setting planograms, downstocking departments, changing ads.
 * Maintaining the "back of house".
 * Sending back weekly pulls (shipping old product back to the distribution center) using RSS WMS.

EDUCATION
Texas State University 2011-2015
Bachelor of Arts in Psychology

ADDITIONAL SKILLS
Proficient in SQL, Mac21, Content Manager and Cognos report writing
Familiarity with HTML, CSS, Javascript, Bootstrap, JQuery, JSON, and AJAX
Proficient in Microsoft Office Suite and Google G Suite