**Gunnar Forcier**

Data & Analytics Specialist

gunnarforcier@gmail.com

**Education Skills**

**Currently Attending IT Data & Analytics Specialist**

Chippewa Valley Technical College

615 W Clairemont Ave

Eau Claire, WI 54701

September 2022 to Present

**Finance at UWEC**

University of Wisconsin – Eau Claire

105 Garfield Ave

Eau Claire, WI 54701

September 2016 to May 2019

**Data Analytic Skills**

* Data Mining: Excel Query, Alteryx
* Data visualization: Report Builder, Power BI
* Databases: Microsoft SQL Server, MySQL, SQLite Studio
* Productive Software: Microsoft Office 365
* Programming languages: JavaScript, Python
* Operating systems: Windows 10, 11, MacOS

**Work Experience**

**Computer Technician**

TC-TEKS Computers – Eau Claire, WI

January 2023 – Present

* Hardware installation and maintenance on computer hardware components.
* Identify and troubleshoot hardware and software problems.
* Install, update, and configure OS and software applications.
* Provide customer support for hardware and software on computers, laptops, and phones.
* Implement data backup and recovery.
* Recommend and upgrade hardware and software to improve system performance.

**Food Specialist**

Boys & Girls Clubs of America - Chippewa Falls, WI

June 2022 to April 2023

* Responsible for preparing meals and snacks throughout the day.
* Organizing food from our distributor and transporting it back to the workplace.
* Knowledge of meal requirements and menu planning.
* Ability to be flexible and work from several locations between Eau Claire and Chippewa Falls.
* Custodial duties.
* Ability to work under high stress during high traffic days.

**Line Cook**

Grizzly's Wood-Fired Grill - Eau Claire, WI

June 2021 to May 2022

* Setting up and stocking station with all necessary supplies.
* Preparing food for service such as chopping veggies, butchering meat, and preparing sauce.
* Cooking items in cooperation with the rest of the kitchen staff.
* Ensure that food comes out in a high quality and timely manner.
* Ability to work under high stress during peak hours.

**Customer Service Manager**

Ashley HomeStore - Eau Claire, WI

June 2019 to May 2021

* Train new customer service representatives and sales staff on policy and procedure.
* Schedule for myself and customer service representatives to ensure we are appropriately staffed and prevent overtime.
* Respectfully and diligently assist escalated customers.
* Work with operations team to roll out new procedures at our local store.
* In-depth knowledge of all financing offered to assist with customer inquiries.
* Ability to perform as a sales representative during staff shortage or very high traffic.
* Ensure all duties required of the customer service representatives are completed.
* Assist other management with monthly performance reviews of the staff.