

# TY'REEK WATERS



Austin, Tx



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Ty'reek W LinkedIn

## PROFILE SUMMARY

I am an analytical and detail-oriented Support Analyst with a background in Technology support, technical operations, and cross-functional collaboration. Adept at managing service desk and data operations, resolving technical issues, and providing insights through tools like Excel, SQL, Tableau, and Splunk. Strong communicator with experience supporting I.T -related processes and vendor coordination. Passionate about process optimization and data-driven decisions,

## SKILLS

- Database entry
- Troubleshooting
- Attention to Detail
- Solution Base Analytics
- Customer support
- Technical support
- Communication & Presentation
- Cross-functional teamwork
- Excel
- SQL
- Salesforce
- Tableau
- Data analysis
- Power BI
- Reporting

## EDUCATION

- **Bachelor of Science Interdisciplinary Studies Degree**  
University Of Central Florida  
Orlando, FL  
Aug 2023
- **Information Technology Minor**  
University of Central Florida,  
Orlando, FL  
Aug 2023
- **Associates of Arts information Technology**  
Seminole State College, Orlando,  
FL  
May 2021

## CORE COMPETENCIES

- **Reporting & Visualizations:** Develop detailed reports using excel to communicate insights effectively.
- **Trend Analysis:** Research trends and provide feedback to teams for training and development purposes.
- **Database Management:** Competent in maintaining accurate records of support requests and resolutions, updating information across various systems to facilitate efficient support operations.
- **Cross-Functional Collaboration:** Adept at collaborating with cross-functional teams to optimize user experience and ensure smooth service operations, demonstrating strong teamwork and communication skills.

## Experience

### Service Desk Analyst | Whole Foods Market | Contract Austin, Texas | Oct 2024- Present

- Handle outbound and inbound calls daily taking over 30 plus calls.
- Support the team with managing real-time technical incidents related to store operations and service outages. Provide comprehensive documentation for each incident to ensure resolution pathways are properly tracked and analyzed for future improvements.
- Coordinate with third-party vendors to ensure timely response to service requests and replacement of hardware parts. Follow up on outstanding issues and maintain clear communication to reduce downtime and delays.
- Triage customer complaints and resolve 20 plus tickets daily, applying social skills to provide solutions to reduce customer downtime by 60%.
- Analyze and evaluate new system deployments to identify areas of improvement. Provide structured feedback and help implement process refinements that streamline operations and reduce task redundancies by up to 30%.
- Collaborate with senior analyst teammates to evaluate and enhance incident tracking systems. Work to align tracking procedures with service level agreements (SLAs) to improve accountability and operational transparency.
- Partner with seniors and leadership to enhance data sources and enterprise system integration.

**Junior Network Engineer | Tesla | Contract**  
**Austin, Texas | July 2024 – January 2025**

- Firsthand experience Maintaining and optimizing hardware and infrastructure across data centers, including fiber optics, servers, and routing equipment. Ensuring all components were functioning efficiently to minimize potential disruptions.
- Provided both verbal and written updates to stakeholders regarding system health and ongoing maintenance. Participated in performance review sessions and suggested improvements based on observed trends.
- Performed regular hardware upgrades for clients, resulting in a 10% increase in customer satisfaction.
- Managed and analyzed a 500+ server environment, supporting a 15% improvement in operation efficiency and growth in service capacity.
- Logged, categorized, and reported case-level issue tracking to streamline case management workflows.

**Field Technician | Spectrum (Charter Communications) | Full Time**  
**Clermont, Florida | October 2023 – July 2024**

- Identified discrepancies and supported accurate documentation of technical support resolutions.
- Managed a large inventory of routers, modems, and cables, ensuring all equipment was accurately logged into internal databases. Verified inventory counts during audits and reconciled discrepancies.
- Maintained comprehensive logs of support resolutions, documenting key details to help forecast future service needs. Contributed to identifying common technical faults by analyzing service history.
- Maintained records of support requests and resolutions, ensuring accuracy and facilitating streamlined support operations across multiple systems.
- Collaborated effectively with team members to share knowledge and best practices, contributing to a cohesive and productive work environment.
- Installed new cabling and replaced existing infrastructure to guarantee optimal equipment performance, minimizing service interruptions.

**Business Analyst | Spectrum (Charter Communications) | Intern**  
**Clermont, Florida | October 2023 – January 2024**

- Analyze, interpret, and presented data related to current and future operations.
- Assisted with logging and categorizing HR-related support cases, which contributed to performance analysis. Worked closely with the HR team to develop reports used in policy revisions.
- Recorded and categorized issues and faults within the database, facilitating efficient troubleshooting processes and contributing to timely problem resolution.
- Made recommendations for solutions and improvements that would benefit the customer and business operations.
- Created Excel Dashboards and reports to aid in strategies for business needs and business changes.
- Collaborated closely with cross-functional teams to optimize user experience and enhance service delivery, fostering a collaborative and proactive work environment.
- Utilized Excel and Power Query to extract and Present insights in a clear format.
- Analyzed metrics, reports, and audits to assist with developing plans to enhance revenue.

**Additional Notes**

- Experienced in documenting support issues and resolving dispute-like claims in technical environments.
- Fully remote-capable with secure work from home setup and high-speed internet