

JAMES JORGEN TUCK

DATA ANALYST

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EXECUTIVE SUMMARY

I am a 32 year-old Data Analyst for DealerSocket, that is attending a full stack web development bootcamp to future increase my technical knowledge and skills

TECHNICAL SKILLS

- SQL
- HTML
- CSS
- Javascript
- jQuery
- Node.js

CAREER HIGHLIGHTS

While working in the New Accounts team at DealerSocket I built a automation tool in PowerShell to improve efficiency and reduce errors. After transitioning to the Data team I was able to rebuild the tool in C# and it is now used by every member of the New Accounts team. This tool saves ~40 to 50% off the total setup time for each new customer

WORK EXPERIENCE

Data Analyst 1

DealerSocket | 2019 - Present

- Use SQL to remedy incorrect data for the CRM
- Identify and track down bugs in the stored procedures
- Maintain the New Accounts build tool

CRM New Accounts Specialist

DealerSocket | 2018 - 2019

- Work with Project Managers and Customers
- Setup CRM software for new customers
- Developed a tool for the team to reduce setup time by 40-50% which is still in use now

CRM Technical Support Engineer

DealerSocket | 2017 - 2018

- Quickly mastered the CRM to train and support customers
- Became the go-to resource for technical CRM questions

Tech Support Manager

Alder Security | 2017 - 2017

- Managed 32 tech support agents
- Oversaw all their training and kept them on task
- Cut service costs by incentivizing phone fixes

Assistant Lead Technician

Alder Security | 2017 - 2017

- Ensured all technicians were trained to standard
- Assisted the management of technicians
- Maintained excellent inventory control

Technician Trainer

Protection One Security | 2015 - 2017

- Personally trained new technicians on proper install standards
- Created all training videos
- Updated all LMS (learning management system) material
- Maintained training website for Summer, Commercial, and National Account technicians