

Jessie Spencer

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EDUCATION

Information Systems

Apr 2024

Brigham Young University, Marriott School of Business

Provo, UT

- Member of BYU Association for Information Systems
- Member of BYU Women in Computer Science
- GPA 3.73

EXPERIENCE

Brigham Young University IS Department

Jan 2021-Present

Information Systems Teaching Assistant

Provo, UT

- Proficient in VBA with experience in SQL, Tableau, HTML, and other relevant skills to competently tutor over 700 students throughout the course.
- Enabled students to succeed on projects by being easily accessible and putting in extra hours when needed.
- Helped put together clean datasets for class use.
- Student Employee of the Week.

Bear Country Bees

Jan 2021-Apr 2021

Project Manager, Intern

Salem, UT

- Refined shipping cost process to increase accuracy of cost estimates by 120%.
- Cleaned up the company's website to improve efficiency.
- Merged the source of company supplies that led to an average reduction of 48% in main product costs.
- Centralized the cost of goods sold data via google sheets providing more efficient cost automations.

United Postal Service

Jan 2018-Sep 2018

Customer Service Representative

American Fork, UT

- Managed customer shipping process in the store.
- Resolved concerns and complaints resulting in positive customer experiences.

VOLUNTEER EXPERIENCE

The Church of Jesus Christ of Latter-Day Saints

Jun 2019-Dec 2020

Service Representative

Tokyo, Japan & Iowa City, US

- Engaged in disaster relief projects for the community both in Tokyo Japan post-typhoon and in Davenport, Iowa post-derecho storm. Collaborated with River Bend Food Bank and Vastec, Inc..
- Trained service representatives in challenging circumstances to be more effective and achieve their goals.
- Taught English language courses for native Japanese adults pursuing future job opportunities.

SKILLS & INTERESTS

- Languages include C++, Python, SQL, HTML, CSS, Bootstrap, and VBA
- Experience in Tableau, WordPress, Excel, Google Sheets, Brackets, MS Visual Studio
- Excellent communication skills and an ability to work well with a variety of personalities
- Conversational Japanese
- Hiked Everest Base Camp and Mt. Kilimanjaro

PROJECTS

- Built multiple websites through Python and C#
- Cleaned datasets and created SQL scripts to utilize data within one of the websites