Seth Townsend

Jstownsend1@crimson.ua.edu

(615) 878-5016

www.linkedin.com/in/seth-townsend-6bb65216b/

EDUCATION	Candidate for **Bachelor of Science in Commerce & Business Administration,** The University of Alabama **Graduation Date**: May, 2020 **GPA**: 4.00 **Major**: Management Information Systems **Minor:** Finance

EXPERIENCE

May, 2018 –
August, 2018

Business/Systems Analyst Intern, *Newport Academy, Nashville, TN*

Goal: To analyze current IT infrastructure and processes and implement solutions to improve business operations and efficiency

Value: After implementation of solutions, business problems were simplified, and business processes were much more efficient which ultimately saved money and maximized the IT budget

My Contribution:
- Conducted audit of cellular phones and analyzed contracts with vendors, and by identifying unnecessary spending and reconstructing our payment plan, helped saved the company annual reoccurring cost of $25,000
- Solved a large communication problem in the company between executive-level employees and lower-level employees by creating an intranet site for important information to be shared. I worked with the Chief HR officer to improve employee satisfaction and tenure rates through our intranet
- Evaluated and researched call center solutions and presented these solutions to the CIO to significantly improve the processes and reporting of our call center systems
- Evaluated and researched IT service providers and conducted an analysis of all IT processes and needs. Created cost-benefit analysis of multiple vendors which played a significant role in the selection of a vendor by the CIO
- Designed both a short-term and long-term solution for the reporting services needed by the COO. Automated the collection of data, metrics, KPI's, and analytics of that data so that the COO could easily make informed decisions

June, 2017 –
August, 2017

Assistant Manager/Shift Leader, *Your Pie, Murfreesboro, TN*

Goal: To ensure the companies objectives were being met by overseeing other employees, efficiently running business operations, and providing great service to customers

Value: Assisting the company in effectively running the day-to-day operations and performing them in a very high standard to be able to create and maintain a good customer base

My Contribution:
- Oversaw daily operations including leading team members to ensure staff is following company standards while providing excellent customer service
- Managed daily financial obligations such as deposits, payouts, and daily reports
- Managed cost of goods and labor to ensure a profitable shift
- Responsible for employee performance management including recommendations for hiring and termination

TECHNICAL EXPERIENCE

Languages: C, C#, SQL, Java
Operating Environments: MS Windows, Linux
Business Tools: Salesforce, SQL Server, MySQL Server, SSRS (SQL Server Reporting Services), Scribe (ETL), Skyvia (ETL), Azure, MS Office Admin, MS SharePoint, MS Excel, MS PowerShell, MS Powerapps, MS Logic apps

HONORS AND ACTIVITIES

President's List	**University Stewards**
UA Scholar Scholarship Recipient	**Bible Study Leader for Cru**
AIMS (Alabama Information Management Society)	**Mission Trip to Carpenini, Moldova**
	Intramural Indoor Soccer
RUF (Reformed University Fellowship) Serve Team	**RUF International Dinner**
	Campus Life