Justin A. Luzong

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Portfolio
justinluzong.github.io/

LinkedIn
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EMPLOYMENT

Anthem, Inc., Norfolk, VA — *System Analyst I*

MARCH 2018 - PRESENT

– Working on an Agile production support team in a Fortune 50 company. Team completes over 3,500 Kanban tickets monthly with a 1.27% error rate. Team customer service excellence rating is 3.49/4.00.
– Developed Tableau dashboards to automate gathering metrics for system performance, resource uptime, and team performance.
– Worked with Developers to create SQL databases used to report application performance.
– Developed Sharepoint forms to optimize the intake of requests which hold significant regulatory fines. Optimization reduced mean time to resolution per request by 1.3 hours.
– Contributed to documentation outlining team software operating procedures and systems troubleshooting.

Old Dominion University, Norfolk, VA — *ITS Lab Consultant*

JUNE 2016 - DECEMBER 2017

– Provided technical support and mentored students in the use of ODU's specialized computer lab technologies.
– Managed supplies and equipment at regional campus computer labs.

Frederator Networks, Inc., New York, NY — *Freelance Graphic Designer*

AUGUST 2017 - OCTOBER 2017

– Designed video graphics for the largest online distributor of independent animation.
– Contributed to videos on YouTube channels "Channel Frederator" (1.9M Subscribers) and "The Leaderboard" (1.1M Subscribers)

VOLUNTEER EXPERIENCE

Iglesia Ni Cristo, Norfolk, VA — *Multimedia Bureau Producer*

MAY 2012 - MAY 2019

– Led media teams in the production of broadcast programs for a global audience in over 140 countries.
– Consistently delivered marketing designs with short turnaround times for events across the southeastern United States.
– Spearheaded efforts to improve the quality of design content distributed in southern Virginia.

EDUCATION

Old Dominion University
Norfolk, VA

B.S. Business Administration, Information Systems & Technology Major

Magna Cum Laude (3.82/4.00 GPA)

Honors College Graduate

SKILLS

Tableau
Microsoft SQL Server
Agile
JIRA
Confluence
SharePoint
HTML5
CSS3
JavaScript
React
C++
Git
Informatica PowerCenter
Tidal Enterprise Scheduler
Microsoft Visio
Google Analytics
Adobe Photoshop

CERTIFICATIONS

freeCodeCamp Responsive Web Design Developer