

# DANIEL ANDERSON

IT Analyst | Data Analysis | Systems Solutions

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## SUMMARY

Passionate IT Analyst with 3 years of experience in system solutions and data analysis. Expertise in streamlining processes and enhancing system functionalities, achieving 20% operational efficiency at previous roles. Proficient in cross-functional collaboration and project delivery methodologies. Seeking to maximize organizational needs.

## SKILLS

Data Analysis, System Solutions, Project Delivery, User Training, Troubleshooting, Software Deployment

## EXPERIENCE

### Systems Analyst

Houston, TX

Sysco

08/2020 - 09/2023

- Led a project that redesigned system architecture, reducing processing time by 30% and increasing efficiency.
- Collaborated with engineering teams to implement system enhancements, improving user satisfaction by 15%.
- Analyzed user needs and developed strategies to enhance system functionalities, resulting in a 25% increase in productivity.
- Trained over 50 cross-departmental employees on new system functionalities, significantly enhancing their workflow skills.
- Partnered with stakeholders to troubleshoot and resolve complex system issues, maintaining system uptime at 99.9%.
- Spearheaded system rollouts, ensuring comprehensive testing and smooth deployment across all business units.

### Information Technology Intern

Houston, TX

ExxonMobil

05/2017 - 07/2020

- Assisted in data analysis and reported findings that improved system operations by 10%.
- Worked closely with senior analysts to identify system discrepancies and formulate solutions reducing errors by 20%.
- Participated in the delivery of major software updates, supporting deployment operations for over 200 users.
- Enhanced user support protocols, increasing response efficiency by 15% through streamlined communication channels.
- Aided in coordinating cross-functional team efforts, ensuring seamless project execution and timely product delivery.

## EDUCATION

### Bachelor of Science in Information Systems

Houston, TX

University of Houston

01/2013 - 01/2017

## KEY ACHIEVEMENTS

### Enhanced System Efficiency

Led efforts that enhanced system efficiency by 30%, securing a major cost-saving initiative in a tech firm.

### 99.9% System Uptime

Maintained 99.9% system uptime by proactively troubleshooting and resolving complex user issues effectively.

### User Satisfaction Uplift

Implemented system improvements that boosted user satisfaction scores by 15% in under six months.

### Successful Software Rollouts

Managed technical aspects for timely and smooth rollout of software, facilitating ease for over 200 users.

## PASSIONS

### Emerging IT Technologies

Keen interest in tracking and understanding emerging IT technologies and innovations across the industry.

### Data Science

Passionate about applying data science techniques to drive actionable insights and inform business strategies.

## PASSIONS

### Photography

Enjoys the art and technical aspects of photography, experimenting with new techniques and tools.

## LANGUAGES

English (Native)

Spanish (Advanced)

## TRAINING / COURSES

### Data Science and Machine Learning Bootcamp

Complete bootcamp offered by Udemy in 2021, covering data manipulation and machine learning techniques.