



Mitchell Barker

DATA ANALYST

Columbus, OH

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I am a technology focused individual with a drive for learning - I have been working with computers since I was 4 years old! I have a passion for working with data, and seeing what lies beneath its surface. I am always excited to showcase my diverse set of skills in a professional capacity.

Certifications

Google Data Analytics Professional

Coursera

2023

- Completed February 10, 2023. Covered the entire Data Analysis process, incorporating R, Markdown, SQL, Tableau, and Excel/Google Sheets.

Video Game Creation

Stark State College of Technology

2007

- A course for video game creation designed for children. Mainly covered the components and process for creating simple games in GameMaker. It was mostly a lot of fun!

Employment

Technology Alignment Manager

Pittsburgh, PA

CYBERJAZ

July 2021 -> Present

- Responsible for being the face of the company, as well as being a technical team member. Made consistent, self managed monthly visits to 20 clients, identifying client technology risk & alignment with CyberJaz best practices.
- Delivered generated reports directly to clients, providing evidence for recommended changes and environment maintenance. Utilized Kaseya VSA, Powershell scripting and Microsoft Excel to automatically or manually gather data for presentation.
- Gained experience and knowledge of many different IT related platforms and management portals including: myITProcess, ITGlue, Connect-Wise Manage, Duo MFA, Datto BDR

Help Desk Analyst Contractor

Pittsburgh, PA

AMERICAN EAGLE OUTFITTERS

September 2020 -> June 2021

- Responsible for over the phone problem solving for networking, hardware, and software issues for thousands of devices across hundreds of stores and offices.
- Level 1 tech support, the initial point of contact for any and all individuals calling the Help Desk. Serviced thousands of user accounts internationally across the United States, Puerto Rico, Canada, and Mexico.
- Personally managed 30+ inbound calls/day, with 250+ tickets resolved per month on the JIRA ticketing platform.

Inside Sales Representative

Gibsonia, PA

LAIRD PLASTICS

February 2020 -> August 2020

- Responsible for generating new sales lead via 20+ cold calls per day, in addition to servicing existing accounts.
- Managed the entire client experience, including new client sourcing, order placement, product pricing and inventory management, and logistical management. Most tasks achieved with Oracle JDE E1 software.
- Accounts totaled \$1.0M in sales, and achieved 30% existing sales growth during the outbreak of the Covid-19 pandemic.

Skills

Programming Languages

PYTHON, R, SQL, SAS, POWERSHELL SCRIPTING, MARKDOWN, RMARKDOWN

Editing Platforms

RSTUDIO, GOOGLE BIGQUERY, SAS STUDIO, NOTEPAD++

Microsoft Office

EXCEL, OUTLOOK, VISIO, POWERPOINT, PUBLISHER, WORD

Visualization/Presentation

TABLEAU, CANVA, PREZI

Education

Bachelors with a Major in Economics, Minor in Data Analytics

KENT STATE UNIVERSITY

Kent, OH

2014 → 2018

- Strong background in statistical analysis, and economic theory: Econometrics I & II, Data Preparation, Labor Markets & Theory, Game Theory

Diploma with Honors

GLEN OAK HIGH SCHOOL

Canton, OH

2010 → 2014

- Academic Challenge Team Co-Captain, First Chair Alto Saxophone in top jazz & concert bands

Organizations

Sigma Chi Fraternity

Kent State University

2014 → 2018

- Active member all four years of college. Held the position of Annotator in 2017, where I was responsible for chapter communications and record keeping, as well as being the liason for philanthropy events.

National Honors Society

GlenOak High School

2014 →