

# TANNER HEIMSCH

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## EDUCATION

### Associate of Applied Science – IT Data & Analytics Specialist

Aug. 2022 – May 2024

Chippewa Valley Technical College – *Eau Claire, WI*

- GPA: 4.0
- Awards/Certificates:
  - ❖ **Student Leadership Academy Certificate** (*April 2024*)
  - ❖ **IT-Database Specialist Certificate** (*April 2023*)
  - ❖ **President's List** (*2022-2024*)

### Data Analytics Beginners Course | Independent Learning

Feb. 2024

Online Bootcamp – *CareerFoundry*

- Skills Learned:
  - **Data Cleaning:** Mastered essential techniques using PowerQuery to ensure accuracy, consistency, and completeness in dataset preparation.
  - **Data Visualization:** Explored techniques involving pie charts, bar graphs, and scatter plots to reveal critical data relationships.
  - **Descriptive Statistics:** Gained insights from datasets through statistical techniques and Pivot Charts in Excel.

## TECHNICAL SKILLS

### Databases:

- Google Big Query, Microsoft Access, Microsoft SQL Management Studio, MySQL, SQLite, T-SQL

### Data Reporting:

- Looker Studio, Power BI Report Builder, Power BI, SAP Crystal Reports, Tableau

### Data Privacy:

- HIPPA, CCPA, GDPR

### ETL:

- Microsoft PowerQuery, Alteryx Designer

### Operating Systems:

- Linux, MacOS, Ubuntu, Windows 10/11

### Machine Learning:

- Jupyter Notebook, Pandas

### Productivity/IDE:

- Microsoft Office 365, Microsoft Project, Atom, Microsoft VS Code, PyCharm

### Programming Languages:

- Git, HTML, JavaScript, Python, React, SQL, TypeScript

## WORK EXPERIENCE

**Delivery Driver Manager** | Toppers Pizza – Eau Claire, WI

Aug. 2017 – Present

- Implemented streamlined onboarding procedures for new drivers, incorporating comprehensive training modules focused on customer interaction techniques and safety protocols. This initiative resulted in a 20% increase in overall efficiency within the delivery team.
- Proficiency in KPI management software, optimizing order processing and communication, contributing a significant increase in delivery optimization by refining employee routing and integrations with one another.

**Smart Home Equipment Installer** | ePropertyCare – Regional/Remote

Jun. 2019 – Feb. 2020

- Established a post-installation support system, offering guidance on device usage, troubleshooting, and addressing any additional queries, resulting in a 25% increase in overall customer satisfaction. This enhancement not only bolstered customer relations but also contributed to a significant 15% increase in bonus sales through upselling and cross-selling opportunities identified during support interactions.
- Developed strong interpersonal skills to communicate effectively with clients, understand their needs, and provide appropriate guidance and support during and after the installation process.

**Assistant Manager** | Family Video – Eau Claire, WI

Sept. 2016 – Aug. 2017

- Effectively managing and training employees to handle high-volume periods, ensuring smooth operations during peak hours. Skilled in equipping staff with the necessary skills and knowledge to meet customer demands efficiently.
- Analyzed yearly rental data, implementing strategic changes that led to a 15% increase in customer satisfaction and a 10% boost in store rental revenue.

## PROFESSIONAL REFERENCES

I am more than happy to provide professional references upon request, while fully recognizing and respecting the privacy and availability of these individuals. I understand the importance of confidentiality in professional relationships and will ensure that any references provided are both relevant to the position and given with the accord of the individuals involved. Please feel free to request references as needed, and I will promptly provide them to support my candidacy.