

Tirth Patel

Tirth.patel444@gmail.com ❖ (614) 329-1341 ❖ [Tirthpatel14@github.io](https://github.com/Tirthpatel14) (< my website)

WORK EXPERIENCE

Biglots

Jan. 2022 – Mar. 2023

Master Data Analyst

Columbus, OH

- Generate ZOLL and ZRTL reports working alongside multiple teams using [SQL](#) to pull data from [SAP](#) and presenting the data in a clear [Excel](#) spread sheet.
- Assists in [data management](#), [governance](#), and [data quality](#) of master data requirements with other functional data owners to ensure functional master data integrity across the operation of financial systems is consistent and meets business requirements.
- Ensure quality of master data in key systems such by offering improvements, as well as implement solutions and documentation of processes with other functional data owners to support ongoing maintenance and data integrity.
- Manage [WMS](#) (Warehouse Management System) and [PLM](#) on SAP to insure data flows properly and answer requests in a timely fashion.

Upstart

Mar. 2021 – Oct. 2021

Credit Analyst

Columbus, OH

- Analyzed customer data such as financial statements to determine level of risk involved for extending credit.
- Identified [50-100](#) potentials customers weekly to established credit lines to by analyzing income statements and cash flow in relation to customer risk.
- Conducted Financial review of customer lines of credit by assessing company financials and initiating credit application reviews.
- Consulted with customers to resolve complaints and verify financial and credit transactions increasing my personal customer base by [15%](#) over [3 months](#).

Ohio Department of Higher Education

Oct. 2018 – Mar. 2021

IT Desktop Analyst

Columbus, OH

- Maintained [90%](#) logging rate and [95%](#) first call resolution rate to achieve first-class customer satisfaction rate and provide timely support for hardware, software and network-related issues, solving [~50](#) weekly tickets.
- Installed, maintained and repaired software and hardware issues across multiple departments totaling to [56+](#) clients daily.
- Used [Excel/Tableau](#) to prepare and create statistical and incident reports for department manager.

EDUCATION

Western Governors University

Dec. 2023

Bachelor of Science in Business Administration

Columbus, OH

- Hackathon I/O 2020 – created a solution that combined all collage clubs into one website using JavaScript, [Python](#), [SQL](#), and [Firebase](#).
- Part of the Coding Club who gathered every week and discussed new emerging technology. Completed Calculus I and II

CERTIFICATIONS, SKILLS & INTERESTS

- **Certifications:** [CompTIA Security+](#) (exp: [April 30, 2023](#)) and [Blue Team Level 1](#) ([April 18, 2023](#))
- **Skills:** [SQL](#), [Python](#), [Excel](#), [VBA](#), [Service Now](#), data analysis, fast learner, [GitHub](#), [Tableau/Power BI](#), [Pandas](#), [MySQL](#), [JavaScript](#), [HTML](#), [CSS](#), [SAP](#), [OSINT](#) ([Checkout my website for more projects I've worked on](#))
- **Interests:** Film photography; sleeping; traveling; reddit; The office; learning new things; good books