

# Troy Kuhn

## **Data Analyst - Republic Services**

Zionsville, IN

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(317) 201-4389

## Work Experience

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### **.NET Programming Student**

Eleven Fifty Academy - Indianapolis, IN

January 2018 to Present

- 12-Week Accelerated learning .NET programming boot camp.
- C#
- HTML5
- CSS3
- Javascript
- Angular
- Agile

### **Data Analyst**

Republic Services - Columbus, OH

September 2018 to December 2018

- Managed and input data for the operations department
- Fast paced, high volume data entry
- Responsible for the completion of all daily industrial, residential, and commercial routing and sequencing
- Logging data into the InfoPro database.
- Collaboration with sales and operations department

### **Specialized Consultant / Sales Lead**

Oakley Inc - Columbus, OH

May 2017 to December 2018

- Provided high-quality customer service to optimize customer purchasing and payment process • Monitored inventories and flow of merchandise • Ran daily and monthly reports on retail management software platform called RetailPro.
- Educated customers on available product options to meet and exceed customer service experience.
- Investigated and resolved customer complaints or issues to strengthen store reputation and grow customer retention • Assists with the recruitment and training of the team

### **Order Processing / Customer Service Representative**

Rogue Fitness - Columbus, OH  
September 2017 to August 2018

- Process orders, forms, applications and requests
- Shipping/tracking of orders
- Deal directly with customers either by telephone, electronically, or face-to-face
- Manage and communicate with vendors
- Proof of deliveries and documenting invoices
- Communicate and coordinate with internal departments
- Tracked inventories and allocated resources
- Used a web based multi-module management system called Monsoon Stone Edge

Operations Team Lead

- Trained in multiple facets of the warehouse: Freight, Large & Small Parcel, Retail and International Orders
- Picked and quality checked inventory items and orders
- Monitored attendance and carried out safety meetings
- Troubleshooting and solving order conflicts

### **Intern**

Safelite AutoGlass - Dublin, OH  
January 2017 to April 2017

- Updated and installed new computer hardware and basic software
- Assisted the IT Advanced Support Team with troubleshooting various technological issues.
- Set up multiple dual monitored call centers for their newly renovated corporate headquarters in Dublin, OH.
- Provided substantial labor for other departments of the company such as real estate and inventory

### **VOLUNTEER/COMMUNITY INVOLVEMENT**

The 2nd & Seven Foundation - Columbus, OH  
August 2012 to June 2016

- Promoted literacy while serving as a positive role model for central Ohio second graders • Traveled to different communities and schools with economically disadvantaged children
- Mentored individually and as a team with other fellow student-athletes

## **Education**

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**Bachelor of Arts in Strategic Communication in Strategic Communication**

The Ohio State University, College of Arts and Sciences