Betsegaw Tilahun

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Data Analysis | Data Mining | Data Warehousing | Regression Analysis | Data integration | Data Mapping | Business Analysis | Business Processes | Requirements Management | Project Management | Business Process Modeling

Data Analyst / Business Analyst

Education:

College of St. Scholastica, Duluth, MN   **Anticipate May 2022**

GPA: 3.60

- Bachelor of Arts in Computer Science **| Minor:** Data Analytics
- **Dean's list:** Spring'19,20,21 **| Member:** United for Africa, Black Student Union | **Volunteer:** Myers Wilkins Elementary School

Technical Skills:

- **Programming Language:** R, Python, C#
- **Data Analytics:** Hadoop, Tableau, Power BI, Excel
- **Databases:** SQL (Oracle 19c SQL Server)
- **Data & Project Management Tools:** Tableau Prep, GitHub, Share Point
- **Analytics Tool:** PyCharm, R, IBM SPSS
- **Business Skills:** Google Office Suite, MS office suite (Excel, Word, PowerPoint), Supervised and Unsupervised Machine Learning algorithms, Time Series Analysis, Data Extraction, Data Analytics, Data Visualization
- **Technologies:** Functional programming, Business Intelligence, Computer Vision, Deep Learning, Process Improvement, Business Objects, Requirements Gathering, Troubleshooting

Work Experience

Business Systems/Analytics Intern   **Sept 2021 - Present**
Minnesota Power an ALLETE company, Duluth, MN

- Imported Data Lake queries from ODBC database into a power bi desktop to use in power bi report server where queries can be used to determine the location, date, and time occurrence of alarm and events and other data.
- Build small- to mid-size business intelligence (BI) solutions – data sets, queries, reports, dashboards, analyses – or components of larger solutions to answer business questions with data.
- Conduct research & provide recommendation documentation on use of best version control for various Linux scripts for compliance.
- In a relational database management system, assists in the construction of dashboards and reporting models.

Technical Services Assistant   **June 2019 – Present**
College of St. Scholastica, Duluth, MN

- Assess 25+ printer network and connection issues to determine appropriate troubleshooting methods for remediation.
- Deliver on-site technical support following zoom software on Scannx software implementation and work with managers to suggest product upgrades and changes.
- Update software versions with patches and new installations to close security loopholes.
- Assist in ongoing maintenance and support of reporting and analytics applications

Customer Technical Services Intern   **June 2021 - Sept 2021**
SISU Healthcare IT Solutions, Hermantown, MN

- Provided exceptional customer service while responding to email and online requests for technical issues.
- Clearly identified, documented, and found solutions for customer issues and product problems.
- Sought critical customer situations to the appropriate level of management and engineering expertise.
- Contributed to documentation and knowledgebase article library.
- Developed a grasp of the objectives of Operations & Tech Services organization, as well as the implications for own initiatives.

Computer Help Desk Assistant   **May 2020 - June 2021**
College of St. Scholastica, Duluth, MN

- Responsible for day-to-day help desk operations including ticket prioritization, tracking, and timely resolution, as well as technical support for 2900+ campus community members.
- Consulted via telephone to resolve campus-wide user problems by asking probing questions to locate root causes of issues.
- Created new accounts, reset passwords, and configured access to servers and file management software for users.

Projects

Capstone Project: System Analysis and Design for Upper Midwest Film Office   **Sept 2021 – Dec 2021**

- Executive Member at the International Student organization, The African Student Association
- Created a "film here page", a better blog page, and a system analysis report on their current website.
- Redesigned banner, header, and footer, FAQ questions, along with adding more dynamic functionalities to their website.
- Engaged with business stakeholders to gain a better knowledge of their operations and to determine how analytics may be used to address important business issues.