

Victoria Bengry

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BUSINESS ANALYTICS

Seeking a role to apply my strong analytical skills and make meaningful contributions in the area of business analytics. I aim to use tactical decision-making to improve organizational success.

EDUCATION

University of Wisconsin - Green Bay

September 2021 - May 2022

University of Wisconsin - Madison

September 2022 - May 2025

Data Science

Information Science

Certificate in Economic Analytics

WORK EXPERIENCE

Help Desk Support Specialist

October 2022 - Present

University of Wisconsin - Madison

Madison, WI

- Committed to continuous professional development by pursuing training opportunities
- Managed incident information for IT records
- Provided support for a variety of interfaces including authentication and account management
- Performed remote troubleshooting for a large customer base

Summer Technology Assistant

June 2017 - August 2023

Markesan District Schools

Markesan, WI

- Installed and repaired computer hardware and software
- Resolved technical inconsistencies between classrooms
- Evaluated technology in order to create more organized records
- Researched solutions to highly complex problems

Information Technology - Service Desk Lead

September 2021 - May 2022

University of Wisconsin - Green Bay

Green Bay, WI

- Lead help desk operations after full-time employee hours
 - Provided excellent customer service to a diverse user base through a variety of interfaces
 - Interacted with multiple incident management systems in order to maintain organization
 - Implemented information from a knowledge base to resolve incidents
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PROJECTS

Markesan District Chromebook Analysis

June 2023 - Present

- Collect, interpreted, and analyzed data with Excel and R software
- Results of this project involved less overall electronic waste by the school district and student technology resources were effectively optimized

LA Crime Reports Over Time

April 2023 - May 2023

- Collaborated with and led members of a group to convey crime reports with coding software R to present to an audience
 - Used statistical models to draw meaningful conclusions about crimes in the given area
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PROFESSIONAL SKILLS

Programming Languages: Python, R, SQL, C/C++

Technologies: Jupyter, Microsoft Office Suite, Google Workspace, Ticketing Systems (Cherwell, Alemba, Footprints)