**Summary**

Analytical and technology-savvy BBA graduate specializing in Management Information Systems from Governors State University. Possesses a strong understanding of business processes, data analysis, and system implementation. Eager to apply technical aptitude and problem-solving skills in an entry-level Business Analyst, IT Project Support, or Systems Analyst role to bridge the gap between business needs and technological solutions.

**Education**

Governors State University, University Park, IL

**Bachelor of Business Administration in Management Information Systems**, May 2025

**Relevant Coursework**

* **Database Management:** Designed and implemented relational databases using SQL, focusing on data integrity and queries.
* **Systems Analysis & Design:** Applied methodologies (SDLC, Agile) to analyze business requirements and design information systems.
* **Business Intelligence:** Explored data warehousing, ETL processes, and reporting tools for business insights.
* **Data Analytics:** Utilized statistical methods and tools (Excel, Tableau) for data visualization and interpretation.
* **Cybersecurity Fundamentals:** Gained understanding of network security, data privacy, and common cyber threats.
* **IT Project Management:** Learned principles of project planning, execution, and risk management specific to IT.
* **Python for Business:** Developed basic scripts for data manipulation and automation.

**Experience**

**IT Support Intern** | TechSolutions Inc., Chicago, IL, June 2024 – August 2024

* Provided first-level technical support to internal employees, resolving hardware and software issues for 50+ users daily via phone and ticketing system.
* Assisted with troubleshooting network connectivity problems and user account management (password resets, access permissions).
* Documented support requests and solutions in a ticketing system (Jira), improving issue resolution time by 10%.
* Contributed to the setup and deployment of new workstations and peripherals for onboarding employees.

**Student Worker** | GSU IT Help Desk, Governors State University, University Park, IL, September 2023 – May 2024

* Assisted students, faculty, and staff with technical issues related to campus Wi-Fi, software applications, and hardware.
* Guided university IT policies and secure computing practices.
* Managed inventory of IT equipment and assisted with equipment checkout.

**Skills**

* **Technical:** Database Management (SQL), Data Analysis (Excel, Tableau), Systems Analysis, Network Fundamentals (TCP/IP), Cybersecurity, HTML/CSS, Python
* **Software:** Microsoft Office Suite (Advanced Excel, Access), Visio, Jira, SharePoint, Google Workspace, ServiceNow
* **Soft Skills:** Problem-Solving, Logical Thinking, Attention to Detail, Communication (Technical & Non-technical), Adaptability, Collaboration, Critical Thinking

**Projects**

**Capstone Project:** E-commerce Website Redesign, Governors State University, January 2025 – May 2025

* Conducted user requirements gathering and designed a new user-friendly interface for a local small business's e-commerce site.
* Developed wireframes and prototypes using Figma, ensuring alignment with business goals.
* Presented design recommendations and a feasibility analysis to the client, outlining technical requirements.

**Student Organizations & Clubs**

**Treasurer** | GSU MIS Student Association September 2023 – Present

* Manage the association's annual budget of $3,000, tracking expenses and facilitating fundraising activities.
* Co-organize workshops on SQL fundamentals (October 2023) and Tableau data visualization (March 2024) for fellow students (attended by 50+ students).

**Member** | GSU Cyber Security Club February 2024 – Present

* Participate in weekly discussions and workshops on cybersecurity best practices and emerging threats.