

Joe Jobscan

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EDUCATION

Master of Public Policy (MPP) – Policy Informatics (Quantitative, Data Science)

August 2015-May 2017

Stanford University, Stanford, CA

Bachelor of Arts in Sociology

September 2011-June 2015

Stanford University, Stanford, CA

SKILLS

Quantitative Analysis

Decision Support

Economics

Big Data Visualization

Statistics

Measure Key Performance Indicators (KPIs)

Consumer Engagement

Cross team collaborations

Game Industry

Microsoft Office 365: Access, Excel, OneNote, Outlook, PowerPoint, Teams

Microsoft: GitHub, LinkedIn, SharePoint, Skype, SQL Server

Google: Chrome Browser, Chromecast, Docs, Drive, Gmail, Keep, Maps, Play, Sheets, Slides, YouTube

Apache OpenOffice: Calc, Writer

Statistical Analysis: R, SPSS, Stata, fsQCA

Data Visualization: ESRI ArcGIS Desktop & Pro, NetLogo, Open StreetMap, Python, Tableau

PROFESSIONAL EXPERIENCE

Gaming Solutions — Seattle, WA

October 2018 – September 2019

ASSOCIATE CUSTOMER SERVICE AGENT

- Tabulated data for 20% of incidents assisting DSS team working to design policies for problem-solving distributed across consumer relationship management (CRM) software with measurable results (KPIs) for business performance.
- Retained 800 consumers using analytical skills to assist with changes in contracts regarding new service launches, product releases, or repair/replacement priorities via phone contacts and online forum moderation.
- Resolved up to 450 tickets from onsite and remote co-workers by using technology innovation skills as part of Consumer Service Tech Support, responsible for triaging technology issues: solving issues and forwarding complex issues to owner.

Tech Community Inc.— Phoenix, AZ

September 2017 – September 2018

DATABASE TECHNICIAN

- Completed data driven SharePoint conversion project tuning file archives increasing retention for records covering 7 years.
- Responsibility as a problem solver using FileMaker with focus on business performance ensure revenue optimization.
- Used GIS platforms to analyze data used to conduct research for cultural resource management (CRM) investigations related to 5G technology platform builds, understanding policy initiatives for accountable development promoting social justice.

Seattle Comics — Seattle, WA

July 2007 – September 2018

CUSTOMER RELATIONS MANAGER

- Audited subscription data ensuring staff successfully delivery of weekly shipments according to customer preferences.
- Increased level of service to community by creating a relational database to manage customer orders and ordering system.
- Performed data governance and co-worker training in policies for consistent, innovative, and collaborative use of databases creating stakeholders in the future of the business encouraging teamwork and sustainability in problem solving.
- Design of quantitative metrics tracking order data via external partner data sets used to create a strategy to impact budget positively.

