NUWANGA WANAGURU

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Summary

In search for a full-time position in the business IT field that utilizes process analysis and development to improve the organizations productivity

Education

BS MANAGEMENT INFORMATION SYSTEMS - Michigan Technological University   Fall 2018

Affiliations

Student Enterprise IT Oxygen
Society of Hispanic Professional Engineers (SHPE) Vice President 2015

Skills

Data Analysis	**Microsoft Office**	**IT Services**
SQL querying, Data Cleaning, Database setup Dashboarding, Trifecta, Tableau, Power BI	Visual Basic, Access, Microsoft Suite, Visio, Excel Solver	Desktop/Laptop/Cell Phone Repair and assembly, Documentation, AD, SCCM
Programming	**Systems Analysis**	**Other**
Java, C, HTML, JavaScript	System Development Lifecycle, Scrum, Agile Systems Administration	Strong Analytical Skills and Problem Solving skills

Experience

HARBOR LIGHTHOUSE – Toledo, OH   April 2019 - Present
Harbor is the leading mental health provider in Northwest Ohio
Programmer Analyst

- Responsible for analyzing designing, developing and customizing computer applications to address organizational needs.
- Monitors custom reports within SQL, including stored procedures and efficiency improvements.
- Performs manual updates to databases, as needed and documents SQL scripts and custom reports.
- Systems administrator for various organizational tools such as SalesForce, RingCentral, Chronotek, SmartCare.
- Assits staff with running reports when necessary

LAKE TRUST CREDIT UNION – Brighton, MI   Summer 2018
Lake Trust Credit Union is one of the top 10 credit unions in Michigan with over $1.9B in assets
Desktop Support

- Completed three branch PC refreshes, inventory management, and pre-deployment preparations.
- Collaborated with Information Service engineers to resolve system level issues and provided one-on-one support to staff.
- Performed remote support, group policy administration, inventory management, patch management, and security compliance.
- Presented a summary to the CEO and leadership that measured overall impact towards the company and community.

THE SENIOR ALLIANCE (TSA) - Wayne, MI   Summer 2017
TSA is a non-profit 501(c)(3) agency that provides a network of services to senior citizens
Data Analyst

- Developed a dashboard that incorporated a diverse array of data from each department through the use of SQL queries and individual consultations.
- Organized large quantities of data by using Microsoft Excel, Access and Oracle databases that comprised of over 10 thousand rows and columns.

STANDARDAERO - Cincinnati, OH   Summer 2015
StandardAero is one of the largest maintenance and repair companies in the aerospace industry with over 6000 employees
Desktop Services Technician/Data Analyst

- Reduced customer wait times by automating the process of giving clients quotes based on specific repairs and engine parts through data acquisition from a centralized database to a local onsite server for faster-querying speeds.
- Performed data migration, diagnostics, trained and supervised other interns. Mass factory wide desktop/laptop refresh of over 300 PCs, Hardware/Software support, Electronics recycle and donations.
- Performed a time and cost analysis on over 10,000 different parts and processes and presented finding to the Director of IT.
- Designed an interactive UI for the clients to use though Access.