**alison M. Jones**

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**EDUCATION / RELEVANT COURSEWORK AND SKILLS**

**Master of Science, Information Technology**

Florida State University, Tallahassee, FL. 2023-2024 (Candidate)

Program of Study: Leadership & Management

**Bachelor of Science, Major in Information Technology, Minor in Business Analytics**

Florida State University, Tallahassee, FL. 2019-2023

Garnet & Gold Scholar Society

Global Citizenship Certificate

First Year Abroad: Valencia, Spain

3.7 GPA

Relevant Coursework: Big Data, Data Analytics & Mining for Business, Intro to Business Analytics, Business Intelligence, Information Security, Information Architecture, Research & Data Analysis, Data Mining & Analysis, Database Concepts, Information Technology Leadership, Information Systems & Services, User Experience Design

Relevant Skills: mySQL, Orange, Weka, AWS – Cloud9, JavaScript, Java, Python, Power BI, Qualtrics, Linux, Oracle, and Salesforce Customer Relationship Management, Microsoft Office Suite (Excel, Word, PowerPoint, Teams, Outlook), Tableau, SPSS Modeler

**WORK EXPERIENCE**

*Diverse Computing Incorporated, Tallahassee, FL January 2023-Present.*

***Business Analyst I***

* Conduct project meetings and create and maintain status reports, tracking tasks, action items, and key decisions.
* Engage in and produce analytical work such as process models, system requirements, system design, screen mockups, needs assessment, data analysis, and problem solving.
* Performance of quality assurance testing activities.
* Troubleshoot issues, interpret logs, and correct issues within DCI products.
* Support and train customers in the use of DCI products.
* Display excellent written and verbal communication skills.
* Commitment to both our team and clients

***Junior Business Analyst Intern***

* Translate client business needs into functional designs.
* Determine system requirements using client interviews, document analysis and workflow analysis.
* Coordinate with development team to resolve issues.

*Glory Days Grill, Tallahassee, FL. January 2022 – January 2023.*

***Host / To-Go / Server / Trainer***

* Increased personal responsibility by advancing from Host to To-Go, to Server and Trainer.

*Florida State University, Tallahassee, FL. May 2022 – October 2022.*

***Information Technology Help Desk Representative***

* Developed knowledge about user design flaws and used problem solving skills to assist users.
* Tailored service to each customer’s needs.
* Collaborated with coworkers to improve policies and procedures.

*The Potomac School, McLean, VA. 2014 - 2021.*

**Camp Counselor + Bus Chaperone**

* Increased personal responsibility by advancing from Apprentice to Intern, and finally, to Counselor + Bus Chaperone.
* Developed leadership skills through teaching children sports and other activities in a safe and appropriate environment.

**VOLUNTEER EXPERIENCE / AWARDS**

*Girls Scouts, Arlington, VA. 2006 – 2019.*

* **Gold Award -** Demonstrated leadership skills by working with Arlington County Health and Human Services to plan and execute an event focused on substance abuse education, prevention, and treatment.
* **Silver Trefoil Award –** Performed over 100 hours of community services in a variety of categories, e.g., local, environmental, international.
* **Silver Award -** Collaborated with troop to plan / make activity packets for children arriving at a local women’s shelter.
* **Bronze Award – 2014** Worked with troop to plan and conduct an event focused on pets living in shelters. Made and taught younger children how to make pet toys and beds.