# **Matthew Johnson**

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# **Enterprise Applications Analyst**

# **Information Management | Technology Implementation**

# **Summary**

Dynamic Enterprise Applications Analyst with experience working with large datasets, operations, marketing, technology utilization, process improvement, and decision support. Articulate and persuasive communications skills showing insight as an approachable, supportive, and unselfish team leader. Inquisitive, value-added problem solver with a quick grasp of complex issues with keen instincts in distilling random information into meaningful formats and seeing relationships that others miss. Visionary contributor with a collaborative spirit and a passion for challenge prepared to exceed expectations.

# **Technical Proficiencies**

SQL Server | MySQL | Python | SQL Server Reporting |Microsoft Visual Studio | Tableau |HTML | Drupal | Data Analysis | Data Visualization | Microsoft Excel | Salesforce | Detail | IBM Data Science | Nano Degree

# **Education & Certification**

**Certification:** *Coursera Data Science IBM Certificat*e, Anticipated completion October 2020

**Bachelor of Arts (BA),** *Economics,* University of California

* **Honors & Awards:** Deans’ List, Golden Key, Phi Kappa Phi Honor Society, Magna Cum Laude

**Associate of Arts (AA)** *Liberal Arts, Emphasis: Computer Information Systems,* De Anza College

* **Honors & Awards:** Phi Theta Kappa Honor Society

# **Technology Experience**

**Palo Alto University, Palo Alto, CA Aug. 2017 – Present**

*Leading University focused on Psychology and Counseling located in Northern California.*

***Enterprise Applications Analyst***

* Viewed as manager being the only ERP in a team of 4 IT professionals.
* Made immediate impact with ability to track employee performance through personally developed data pipeline creation by utilizing SQL and Python along with SSRS and Visual Studio applications.
* Executed database and payment system upgrade cross-departmentally with 6 diverse departments.
* Promoted to position after working for 2 years in helpdesk role.
* Facilitated discussions regarding implementing new CRM solutions with vendors and stakeholders.
* Identified and resolved occurrences within CRM and integrated software with personally developed workflows.

***IT Helpdesk Technician***

* Presented new hires with information on policies/protocols, training, and managing schedules.
* Fast Tracked career being promoted within 90 days.
* Technology driven desire to provided end-user technical support and recognized by upper management as having highest level of efficiency and response time.
* Oversaw the company website using Drupal and HTML.

***Data Entry & Administrative Assistant***

* Input data and relatable information for students, staff, and faculty for accurate database management.
* Interviewed and evaluated prospective employees aligning company vision with personality.
* Documented the procedure and counseled a co-worker.

# **Additional Experience**

***Economics Tutor,*** **De Anza College, Cupertino, CA Sept. 2014 – June 2015**