# **Matthew Johnson**

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# **Enterprise Applications Analyst**

# **Information Management | Technology Implementation**

# **Summary**

Enterprise Applications Analyst with 3 years of experience in Information Technology at a graduate school working with databases, reporting systems, extracting insights through data pipelines, and management of projects ranging from database upgrades to software implementations involving data extraction.

# **Technical Proficiencies**

SQL Server | MySQL | Python | SQL Server Reporting |Microsoft Visual Studio | Tableau |HTML | Drupal | Data Analysis | Data Visualization | Microsoft Excel | Salesforce | G-Suite

# **Education & Certification**

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

* **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 – Feb. 2021**

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

***Enterprise Applications Analyst***

* Utilized Python and ticket system API to visualize data and extract insights on where workers spent their time.
* 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.
* Extracted data from SQL database and imported to new software system for the purpose of better donor outreach.
* 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.

***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 provide 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.
* Gathered multiple estimates on items for future fac.ilities implementations or projects

# **Additional Experience**

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