

BRAYAN CASTILLO



Knoxville, TN
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DATA ANALYST

Logic and Analysis | Team Collaboration | Technology | Mathematics
Troubleshooting | Relationships | Database Design | Communications
Project Management

EDUCATION

B.S., Information Studies, cum laude. *The University of Tennessee-Knoxville* (anticipated graduation December 2023)

Relevant Coursework: Database Design, Information Management & Organization, Analytics & Metrics, Programming for Information Apps

PROFESSIONAL EXPERIENCE

UTK HelpDesk | Knoxville, TN

OIT Infrastructure (STF)

4/2023 – Present

Notable Achievements – Possess the ability to communicate effectively to resolve issues. Take initiative in

asking questions and finding answers. Find information stored in a circuit database and file information in Excel for easy countability.

- Proactive mindset to identifying issues and finding solutions
- Develop reports and insights with Ticketing information
- Maintain effective Verbal and written communication

CASEY'S | Knoxville, TN

Team Lead (night shift)

1/2023 – 2/2023

Notable Achievements – Ensure cleanliness of store/area and premises. Reconcile cash receipts. Troubleshoot new system issues to address customer needs.

- Exhibit professionalism and calm under pressure.

JIFFY LUBE | Knoxville, TN

Automotive Technician

7/2022 – 2/2023

Notable Achievements – Promptly and professionally perform all requested/required automotive work following concise processes and safety/servicing standards. Carefully input services and automotive recall information into a database for exceptional, clear record-keeping, compliance & traceability.

- Forge and maintain strong customer relationships, ensuring satisfaction and return business.
- Proactively identify flaws and vehicle imperfections for swift and thorough resolution.
- Perform preliminary test drives to identify existing vehicle issues; validate required reports.
- Utilize experience & technical manuals to ensure quality repairs and communication.