

Jannine Gurutze

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EDUCATION

Utah State University, Jon M. Huntsman School of Business

Logan, UT

Bachelor of Science, Data Analytics

May 2024

- **GPA: 3.6** while working 20 hours per week
- Club Office, Association for Information Systems
- Member, Business Intelligent Group

TOOLS

Intermediate:

- CSS
- JavaScript
- Excel
- Adobe

Proficient:

- Python
- SQL
- Tableau
- R

PROJECTS

- Pre-processed and analyzed data sets from selected Utah businesses and instructed team members on ETL, data mining, and visualization by creating tutorials that are now used in 4 classes
- Applied Python software developing programs benefiting a company including data input and output, variables, Python lists and indexes, loops, and if-statements
- Created an inputted data to be processed with Excel determining contribution margins, breakeven point, the margin of safety, and degree of operating level for a given company to manage finances

WORK EXPERIENCE

Utah Small Business Development Center

Logan, UT

Data Analysis

Aug 2021 – Present

- Increased sales 5% by building auto marketing campaigns using Facebook, Google, and auto emailing applications
- Tracked advertising conversions and costs to ensure campaigns generated positive Return On Investment
- Administered nationwide phone survey of 40 cities, improving short-term rental compliance software

America First Credit Union

Taylorsville, UT

Member Service Representative

June 2020 – July 2021

- Surpassed monthly credit cards and lines of credit sales goals to increase company revenue
- Resolved customer disputes, processed teller transactions, adjusted loans increasing customer satisfaction
- Managed client scheduling through telecommunication and computer software, maximizing efficiency

Dairy Queen and Stinker Stores

Kaysville, UT

Customer Service Lead

Oct 2018 – May 2020

- Trained 1-2 new employees monthly, specific to company's high customer service satisfaction standard, resulted in being rated 2nd in customer satisfaction nationwide
- Resolved customer concerns and aided 10-12 staff members in situation resolution, contributing to customer and employee retention

GROUP AFFILIATIONS

Association of Information Systems

Logan, UT

Member

Aug 2020 – Present

- Competitor, National Cyber League (NCL) competition placing in the top 3rd of the Nation in Cyber Security CTF
- Competitor, NIATEC Invitational USU Team charged with defending Virtual Environment against NSA Hackers

SKILLS / INTERESTS

- Database management, relational databases, data warehousing, statistics, programming, business analysis
- Competed and performed in ballroom and hip-hop style dances for 2 and 6 years, respectively