

Jake Moore

Tucson, Arizona

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PROFILE

Detail-oriented Business Analytics and Management Information Systems student at the University of Arizona's Eller College of Management with hands-on experience in data engineering, visualization, and statistical analysis. Demonstrated technical expertise through ServiceNow dashboard development and data cleaning projects, while maintaining a 4.0 GPA. Proven track record of leadership and problem-solving through technical support roles. Skilled in Python, R, SQL, and Tableau, with experience in transforming complex data into actionable insights. Seeking Business Intelligence Engineer internship to leverage analytical capabilities while contributing to data-driven decision-making and organizational growth.

EDUCATION

University of Arizona, Eller College of Management

Tucson, Arizona

Bachelor of Science in Business Administration

January 2024 – May 2027

- **Majors:** Management Information Systems & Business Analytics
- **GPA:** 4.0
- **Honors:** Eller Grant, Dean's List with Distinction
- **Relevant Coursework:** Statistical Inference in Management, Introduction to Data Science, Programming Fundamentals for Business Analytics

WORK & LEADERSHIP EXPERIENCE

Technical Consultant

Tucson, Arizona

University of Arizona

March 2025 – Present

- Provided in-person and remote technical support to students, faculty, and staff across various platforms.
- Troubleshoot hardware and software issues, performed installations, and resolved user errors while working in a fast-paced tech support environment, honing problem-solving, time management, and cross-functional teamwork.
- Assisted in organizing and working university orientation events to promote technology services.
- Led and trained new hires in troubleshooting, ticketing documentation, and customer service best practices.
- Developed ServiceNow Dashboards by filtering, sorting, and cleaning outdated university data to support the merger between two different departments, improving data accuracy and team visibility.

Audio Visual Technician

Tucson, Arizona

University of Arizona

May 2025 – August 2025

- Installed and programmed Crestron and Extron AV systems across lecture halls and labs.
- Configured touch panels and control processors, integrating occupancy sensors, POE-powered devices, and relay-based systems.
- Conducted wire splicing, terminations, rack assembly, and system-level testing to ensure reliable signal flow and power distribution.

Youth Football Coach

Wilsonville, Oregon

Wilsonville High School

June 2018 – June 2021

- Mentored a group of diverse young athletes, helping aid their athletic and personal development.
- Managed practice schedules, drills, and game strategies, ensuring efficient use of time and resources.
- Led fundraising efforts for the youth football program, securing sponsorships within the local community.

TECHNICAL SKILLS

Data Engineering: SQL (complex joins, stored procedures), ETL pipeline design, data modeling.

Analytics Tools: Tableau (calculated fields, parameters), Python (pandas, numpy, scikit-learn), R (tidyverse, ggplot2)

Statistical Analysis: Regression modeling, A/B testing, hypothesis testing, time series analysis

Business Intelligence: Dashboard development, KPI tracking, data visualization

Cloud & Database: AWS, MySQL, PostgreSQL, database optimization, data warehousing