

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

WORK & LEADERSHIP EXPERIENCE

Business Analytics Intern

Tucson, Arizona

ALKEME Insurance – Eller College of Management

January 2026 – May 2026

- Developed an automation roadmap identifying process inefficiencies and proposing tool-based solutions.
- Developed a “Next Best Policy” recommendation engine to identify cross-sell opportunities using anonymized policy data and firmographic segmentation.

Technical Consultant

Tucson, Arizona

University of Arizona

March 2025 – Present

- Provided in-person and remote technical support to students, faculty, and staff across academic and enterprise systems; troubleshoot hardware, software, and network issues in a high-volume environment.
- Support classroom support technology operations, resolving live instructional disruptions and maintaining system uptime across lecture halls and learning spaces.
- Install and configure Crestron & Extron control systems, including touch panels, control processors, occupancy sensors, POE devices, and relay-based integrations.
- Lead and train new hires on troubleshooting workflows, ticket documentation standards, and customer service best practices.
- Developed ServiceNow Dashboards by cleaning and restructuring legacy data during a departmental merger, improving data accuracy and team visibility.

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