

Jake Moore

Tucson, Arizona

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PROFILE

Business Analytics and Management Information Systems student at the University of Arizona's Eller College of Management with a 4.0 GPA and experience in data analytics, dashboard development, statistical analysis, and technical support. Skilled in SQL, Python, R, Excel, and Tableau, with experience cleaning structured data, visualizations, and communicating business insights. Strong problem-solver with university IT consulting experience and a focus on business intelligence and data-driven decision-making.

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:** LaSalle Chen Scholarship, Business Analytics Award, Eller Grant, Dean's List with Distinction

WORK & LEADERSHIP EXPERIENCE

Business Analytics Consultant

Tucson, Arizona

ALKEME Insurance – Eller Office of Partnerships (Immersion Project)

January 2026 – May 2026

- Mapped operational workflows across sales, account management, HR, IT, and communications to evaluate staffing needs, scalability, and service delivery efficiency.
- Identified opportunities for process standardization, automation, and selective outsourcing to reduce operational friction while preserving service quality.
- Delivered an optimized staffing framework designed to support future growth, improve resource allocation, and enhance organizational efficiency.

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.
- 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

Programming & Analytics Tools: SQL, Python, R, Excel, Tableau

Data Analytics: Data cleaning, structured data analysis, regression modeling, hypothesis testing, A/B testing

Machine Learning: Logistic regression, feature engineering, peer-cohort matching, temporal backtesting

Databases: ER modeling, normalization, relational database design, MySQL, PostgreSQL

Python Libraries: pandas, NumPy, scikit-learn

R Libraries: tidyverse, ggplot2, caret, pROC

Business Intelligence: Dashboard development, data visualization, reporting, business performance analysis

Excel & Financial Analysis: Pivot tables, VLOOKUP, INDEX-MATCH, what-if analysis, financial modeling