

Austin Allen

Greater Atlanta Area

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OBJECTIVE

Energetic young professional with an intense passion for technology. Currently searching for opportunities in Information Security and Analysis.

EDUCATION

Georgia State University, J. Mack Robinson College of Business – (GPA): 3.22 Atlanta, GA

Major: Bachelor of Business Administration (B.B.A) in Computer Information Systems Graduation: May 2021

Honors/Awards: President's List (2019), Dean's List (2020)

Scholarships: Hope Scholarship

Relevant Coursework: Systems & Network Security, Intro to Information Security, Database Management Systems, Systems Analysis, Intro to Computer Information Systems, Intro to Programming, Business Analysis, Managing IT Projects

EXPERIENCE

Whole Foods Market Atlanta, GA

Customer Service Rep August 2018 – October 2019

- Provided customers with quality customer service across an 8-hr. workday
- Verified and recorded over 1100 units of inventory in a single night
- Recorded and communicated both store and customer information between 8 various departments
- Documented and recorded numerous returned products and damaged goods

Delta Community Credit Union Atlanta, GA

Member Service Agent (Intern) July 2016 – August 2017

- Deposited, withdrew, and transferred both member and affiliate member funds
- Verified and documented incoming cash amounts estimating to over \$300k
- Facilitated payments totaling over \$10k to numerous loans and lines of credits
- Aided new and existing members with inquiries pertaining to their accounts and the credit union
- Completed approximately 100 transactions daily within a 4hr – 8hr workday

DEVELOPMENT & PROJECTS

Tableau: Plague Outbreak Project, 1300 – 1900

Intro to Computer Information Systems, (Course)

- Designed and published a Tableau Workbook to analyze data from Plague Outbreaks spanning from 1300s to 1900s
- Compiled the data, from an initial Excel spreadsheet, into a multi-paged presentation
- Represented the information visually via several varying graphs, charts, and geological locations on a map

Microsoft Word: Software Requirements Specification, Vision Document

Systems Analysis, (Course)

- Created a multi-versioned Vision Document that detailed the concept of an imaginary application by means of Product Overview, Stakeholder & User descriptions, Goal/System Requirements, Use Cases, and Stakeholder Requests
- Created 15 distinct Use Cases that resolved Goal & System Requirements while also featuring Alternative actions for each case; each case accurately aligns with its intended Goal within the Use-Case Traceability Matrix
- Produced a Context Diagram and Object Model to accurately convey the relations between different classes, attributes, and instances; also produced multiple BPMN Models and a Use Case Diagram that correctly conveyed the expected flow and usage of the system

Microsoft Excel: Profit Model Project

Business Analysis (Course)

- Generated a multi-paged profit model reflecting the current revenue and expenses of a business
- Accounted for monthly expenses and revenue, varying levels of demand, and lost sales within both current and future operations
- Concluded with an executive summary explaining the best decision alternative that would produce the greatest profit with the least amount of regret

TECHNICAL SKILLS

Linux Ubuntu, Microsoft PowerShell, Command Prompt, Microsoft Suite, Java, SQL, Tableau, Oracle, Spreadsheets